

Peterborough Health and Care Forum

Thursday 22nd July 2021

Meeting via Zoom 10-12

NOTES FROM MEETING

Attending	
Sue Allan- Chair	Shariqua Ahmed
Caroline Tyrell- Jones	Andrew Barnes
Rebwar Hussein	Kate Blackwell (speaker)
Belinda Child	Claire Layton
Gillian Langley	Oonagh Quinn
Dennis Pinshon	Michelle King
Pamela Blades	
Corinne Armstrong	
Kumad Kantilal	
Danielle Colam	
Jason Merrill	
Sue Prior	
Apologies	
Louisa Bullivant	Sarah MacCleay
Laura Stent	Susan Mahmoud
Linda Thomas	
Roxanne Boughen	
Susan Waller	

Welcome and apologies.

Sue welcomed all and introductions were made. The meeting would be recorded purely for the purpose of minutes. Sue informed the group of Ian Allin's passing and details of his funeral can be passed to anyone who wishes to attend.

Minutes from previous meeting and actions raised.

Minutes were approved with a small alteration on page 2 (RS should be RH).

Action Log

100 Laura Stent was not present. SP advised that this information can be found on the NWAFT website. **Action:** SA to send to the group.

Patient Experiences/ Meetings attended

MK - AGM Wheelchairs Services the provider are brilliant. However, some of our families don't qualify for their services. 2 in the last week have been told they qualify and been given the chair and its toppled over. They have nothing smaller than 16 inch hip size that can carry life support. They have nothing in the matrix that is safe. The wiring to life support equipment does not fit round the back. Parents are being told to accept unsafe equipment. Or fund it themselves. The chairs cost around £6,000.

SP- Campaigning on streets of Stamford. Received compliments that NWAFT have provided superb care at A&E. People said they would like visiting hospitals to be clearer. Communication to be clearer on how many can visit and how you book. Now level 2 so policy may change.

DP - Reported his friend found hospital administration confusing. They received an appointment for City Care Centre, then a different letter for Peterborough Hospital for the same day. Then a letter to say it's cancelled so very confusing. Then changed to a telephone appointment. He phoned the secretary. Hospital administration needs to be sorted out. On a positive note, my son received an appointment for his annual health check. This is the first in 4 years. Easy read questionnaire sent, so that's good. I have just made a check-up at the dentist.

RH - Received another story of a patient receiving letters with different times and this is confusing.

SP- NWAFT have been changing appointment administration systems. **Action** SP will bring this up at the governors meeting.

JM- Mother in law visited a friend in Pboro hospital and was turned away as she didn't have an appointment. At the moment policy is one visitor at a time. **SP - They are splitting the times at each bed on the ward for social distancing.** **Action:** SP will email head of comms.

CGL Aspire Drug and alcohol service - Dee Lunn - Did not attend.

Care Network - Kate Blackwell

Kate spoke about new services in Peterborough.

- **Back on Tract** - This for people newly affected by low mood. Such as mood, sleeplessness, stress, debt worries, loss of job. This is for those 18+ and parents of children affected.
- **Check and Chat** - For those isolated. They will be matched with a volunteer for 6 sessions. They will also get regular calls.
- **Trusted Friend** - This is county wide and a volunteer is provided for 4 sessions to go out with the person. This is for those with more social anxiety after the pandemic.
- All are for 18+

People can refer in themselves by ringing in.

Azanda is the volunteering lead and social prescriber for Care Network.

Lesley Hetherington is the Help at Home Coordinator, she can help with discharge planning, safe clean environments, clothing, deep cleans of homes, alternative accommodation if there is a change of circumstances.

Care Network also have a job vacancy. Here are the links provided.

Links for Care Network - <https://care-network.org.uk/>

Wellbeing information:

<https://care-network.org.uk/wellbeing-final-leaflet-july-2021/>

Job vacancies:

<https://care-network.org.uk/employment-opportunities/>

Deadline for Peterborough vacancy is Friday 30 August

Morning all, Kate Blackwell, Care Network, Wellbeing Service Development Lead

Usual working days Monday, Tuesday, Wednesday and alternate Thursdays

Tel: 01954 774 802 or 07436 263347

Update NW Anglia FT- Laura Stent was unable to attend. Caroline updated with update from Jo Venice, Chief Nurse.

The Trust continues to be busy. Covid- new guidance has been received associated with health care workers isolating. This is a result of being pinged by the app. Maternity dept has opened. A report was released a few weeks ago. It showed concerns. NWAFT have made a submission to measures taken in response. In line with inspection there are 10 safety actions now signed off. Assistant Chief Nurse post has been successful recruited.

SP - There is a Public Board meeting next month and Public Board of Governors meeting. There is public information available on the website in 10 days time. **Action** SP to send out.

SP- Congratulations on HW AGM.

Update CPFT- Louisa was unable to attend. No update provided.

Healthwatch Update- Caroline Tyrell-Jones

Our HW annual report was published 30th June. Available on both websites.

HW AGM - On Equal Terms - Was a good and well attended event. Focusing on equity of access to services. It started with Imelda our National Director, she noted key pieces of work we have undertaken throughout the year.

Workshops - Attend Everywhere- focused on mental health, mentioned social phobia and techniques used in therapy.

Co-production - Focused on our own Partnership Boards and involving people, such as consulting with sensory impairment groups and barriers faced. The Sun Network attended - Their CEO spoke about their experiences of co-production.

Digital exclusion - Explanation of how people can access help to get on line and other solutions.

Staying independent - Technology enabled care and solutions to live independently.

AGM - Our Chair Val Moore has come to end of her term. Val has been wonderful.

Most of us are still working from home, with a slow return to face to face. The next Peterborough H&C Forum will be via zoom in August. We are starting to look at appropriate venues. Previously at Stanground Community Centre. This is a possibility. Now called George Alcock Centre. There is a possibility of alternating online and live. Some professionals may have access to join online if it is easier. Please let us know your thoughts around attending venues.

We are still hearing intelligence around accessing GP's via telephone. Issues whether online or face to face appointments will be offered. HW keep a balanced view of both perspectives.

Dentistry - Still hearing issues around accessing specialist dental care.

Please don't become complacent still send your feedback through.

Enter and view visits in health and care settings will commence again in the autumn. Reports are shared with Commissioners, CQC, NHS England. This is a snapshot. We will relaunch our survey before we start this. We decide where we go based on the intelligence, we are hearing. We produce a balanced report.

Providers

KK is a researcher at the University of East Anglia and Applied Research Collaboration (ARC) East of England. KK is working on a project to improve support for people after they complete cancer treatment.

Points: Research shows older people are more likely to get cancer. The research looks at the impact cancer treatment has on patient's day to day life. Many people say they are affected physically such as bowel problems, tiredness, long term depression and anxiety. Patients said they received less support for emotional and social support after treatment. 50% stated they have long term problems. KK to present in more detail at a future meeting.

CL/RB - Healthy You - There is a new Eastern European Health Trainer service starting in Peterborough called Polish Senior Club. **Action** - SA to disseminate flyer.
Healthy You have several current vacancies being advertised.

SP - CQC have issued enforcement notices on Lakeside Stamford with their final report due out in early August. CQC are now inspecting other Lakeside Practices.

AOB

SA requested if anyone knows any venues that are a reasonable cost, with parking and easy access for those travelling on public transport. Let Sue know.

DP Attended Bretton Medical Practice - Regarding face-to-face appointments. The surgery is operating the same as when covid restrictions were in place. They are seeing some face-to-face patients.

DP - When Healthwatch conduct enter and view reports, wellbeing of patients should take priority.

DP - There are lack of financial services for those with LD. He will bring this up at next LD partnership board.

JM - The outside intercom button at Bretton Medical Centre is too high for those to reach who are wheelchair bound. Also difficult for those with a sight impairment. **Action:** SA to inform a representative from Octagon.

PB - GP Parnwell/Ailsworth - Attended a Patient Forum meeting and it was mentioned that GP's have to keep so many appointments free for 111 calls. Does this mean if appointments are not used by 111 they are wasted? 111 calls being used for triaging and this needs addressing. Is there going to be a gradually opening of face-to-face appointments?

SAh - Peterborough Matters asked readers to comment on their GP appointments. CCG updated that in April 2021 400,000 appointments were made and just over half were face to face.

SA - The next meeting will be August 26th. Guest speakers are Jane Coulson from ICS and Chas Ryan from RDC Commissioning Manager Cancer - Planned Care.