

Peterborough Health and Care Forum

Thursday 24th June 2021

Meeting via Zoom 10-12

NOTES FROM MEETING

Attending	
Sue Allan- Chair	Gillian Langley GLa
Debbie Drew	Karen Igho
Caroline Tyrell- Jones	Steve Harknett
Rebwar Hussein	Susan Waller
Laura Stent	Nicola Richards
Dennis Pinshon	Patricia Dawson
Susan Mahmoud	Linda Thomas
Corinne Armstrong	Michelle Nebel
Kumad Kantilal	Peter Thompson
Danielle Colam	Shariqua Ahmed
Jason Merrill	John McHattie
Sue Prior	Pamela
Apologies	
Belinda Child	Louisa Bullivant
Sue Harris	Andrew Barnes
Lynette Brennan	Roger Dangerfield
Azra Ali	Andrew (BHS)
Michelle King	

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 with a small alteration from Laura Stent.

Action Log

95 Laura Stent said the company secretary had said there would be no problems for a previous trust governor to be part of the Patient and Public Voice forum.

98 Laura spoke with the matron and they can remind people if they speak to reception staff on arrival someone can help them with the wheelchair.

Patient Experiences/ Meetings attended

KI reported that Calls to Westgate surgery seem to be being diverted through Thomas Walker surgery. One person tried for 8 weeks to get through and get an appointment which when they were eventually seen staff were good. However they had to go private in the meantime as they were desperate to find out what was wrong. This can be a problem when people are needing to see GP to get sick note etc and all adds to the anxiety of being unwell.

MN With telephone response times seeming to be bad in a lot of places should there be response time targets set for GPs answering?

KI When people are not getting through, they are ringing 111 who then in turn manage to get a GP to phone back, surely this is not right?

SP I can confirm for Lakeside in Deeping this is happening too. So, 111 have taken up doing GP triage.

CA Their practice said that if people want sick notes to call at 5pm when the line are less busy and you have a better chance of getting it sorted.

DP Patients have not heard any more about the demerger of Octagon. What is happening?

ACTION 99 DD to email Lynette to see if there is an update.

SM Saw at GP surgery a sign saying the new Urgent Treatment Centre was opening on 1st July. The sign said "You may want to phone 111 first before visiting". I thought that the way to access this was supposed to be via 111. The message needs to be clearer.

ACTION 100 LS to find out what the criteria is accessing the UTC.

CA Supported a vulnerable person to have second vaccine. With the first one they were asked to wait but for the second this seems to have been waived. Surely this should have been the same?

SA Hodgson surgery have changed the way repeat prescriptions are issued. People now have to register with their online service and to do this you have to take proof of identity and address etc to the GP.

DD This could be difficult for those who do not use internet or are illiterate or visually impaired. Also proof of identity can be difficult for those without passports /driving license. You now do not need to prove your address for the GP you can use the yellow card process.

RS reported another incident where because the hospital discharge just gives one week of medication and there is a meds change this can cause delays for patient. The person had a discharge letter which they took to the GP but the GP lost it the letter from the hospital took 3 weeks to arrive at GPs. The patient then had to try and get some medication with calls to GP and pharmacy. It would be better if the discharge letters were sent electronically to the GP on the day of discharge so medication can be sorted.

PECT- Fuel Poverty Karen Igho

Karen showed a presentation that was shared after the meeting.

Who are PECT? Environmental Charity; based in Peterborough.

People are described as being in fuel poverty if they spend 10% or more of their income on fuel.

Factors that influence this are low incomes, those in poor quality housing (no insulation etc) as well as age and health of the occupant.

Nearly 4 million people in the UK are deemed to be in fuel poverty that is 16% of households.

Since Covid more people have moved into fuel poverty because of being maybe on Furlough or working from home and home schooling.

40% of people who are fuel poor are not on any benefits.

PECT can help people with energy saving tips/advice, help people switch to cheaper providers or to best tariff or get warm home discounts.

There are also grants that can be applied for to get insulation, draft excluders etc to improve the home heat efficiency.

Future Bright Solutions- Future Parks Linda Thomas.

Linda showed a presentation that was then shared after the meeting.

Future Parks is hosted by County Council in partnership with District and City Councils and Local Nature Partnership Areas.

It is co funded by the Ministry of Housing and communities, the National Trust and the Heritage fund.

It is a response to COVID-19 to

- Improving health, tackling climate change, restoring nature
- Improving existing and future spaces
- Increasing resources
- Creating communities of interest
- Responding to growth

The vision is to secure a sustainable future where our green spaces can thrive, helping people lead happy, healthy lives for generations to come.

There are several workstreams: Volunteering, Health and Wellbeing, New communities.

If you live in the following areas we would like to hear from you

Hampton Vale Northstowe Trumpington Meadows

We are doing consultations, attending forums, focus groups and surveys and this stage is live until early July.

There is a £100 voucher prize that can be won for completing the survey.

info@futurebrightsolutions.co.uk for more information.

Update NW Anglia FT- Laura Stent

We have minimal numbers of covid patients on both sites.

We have had record numbers of attendees at A/E

The new Urgent Treatment Centre will open on the 1st July at it's new site at PCH

We have launched a new maternity website, which talks about covid and has virtual tours and patient stories.

We have our new text reminder service which will allow you to view location of clinics within the hospital and access "what to expect videos" as well as it can link with your personal calendar.

You can opt out of this.

We have been trialing QR codes with our family and friends feedback with 2 new ward areas trialing this now.

PT What should people expect now when they arrive at A/E? It would be good to publicise the process.
LS I believe people are triaged at door. I will find out more and feedback at next meeting.

PT What are the waiting lists like across the trust?

LS During this recovery period we will be prioritizing patients in order of need. Patients will be written to and asked if they still want the procedure/ appointment.

DD What is happening re theatres at Hinchbrook. Except for seeing something on social media recently the local residents do not seem to have been consulted. There could be impact on vehicle movements in and out of hospital as well as reduction in staff car parking as the building needs to go somewhere.

LS These are going to be an add on to the existing building so should not cause too much disturbance.

SP The plans and consultation re theatres was in the local papers but there should be information on the website. The board papers talk about waiting lists.

ACTION 101 SP to share link to board papers.

Update CPFT- Louisa was unable to attend but sent an update.

Recognition of One million vaccinations! Cambridgeshire and Peterborough hit a major milestone this week after it was revealed one million doses (this includes first and second jabs) have been delivered in the county. This is an incredible effort and a huge thanks to all CPFT staff, volunteers, GP's, pharmacists, hospital teams, CCG, Local authorities and everyone else who has helped in the Covid vaccine programme.

Visiting Arrangements: We are continuously revising visiting guidance

<https://www.cpft.nhs.uk/covid-information> see link for regularly updated information.

Patient and Participation Forum Recruitment - The Participation and Partnership Forum is CPFT's service user forum. The forum ensures that people's views are heard across our Trust and is essential for creating and delivering better health and care services. The Participation and Partnership Forum supports the Trust to increase the voice of people who have used services within the organisation. Applications are now welcomed to join the Participation and Partnership Forum and further details including a role description can be found on

<https://www.cpft.nhs.uk/join-the-forum> Closing date is 27 June 2021.

CPFT charity events - there is an opportunity to fundraise for CPFT taking part on the London to Cambridge Bike Ride 2021 <https://www.cpft.nhs.uk/fundraise> click here to get involved.

Celebrating volunteers week 1st - 7th June saw CPFT Volunteers recognised in short film created by NHS England and Improvement - see their story here

<https://twitter.com/NHSEngland/status/1399275729095901185?s=20> 'I'm just one person — there are hundreds of thousands of NHS volunteers and all of them together contributing makes a massive impact.

Healthwatch Update- Caroline Tyrell-Jones

We are still conducting our meetings remotely at this will be continued until September at least. We have been very busy with enquiries from email, through our website and via telephone. As usual lots of calls around dentist and accessing GPs. Our coms team are busy updating our website on an almost daily basis as well as continuing our presence on social media.

We have started to get busy with engagement- mostly still online joining groups who are back active since Covid. We are starting to do a few physical meetings too with a couple planned for the summer. We would like to do more engagement with young people so if there are any groups around who would be interested in what we do let us know.

We have not been able to do our enter and view into care homes due to the pandemic, but we are preparing for the future restart of this. We are going to launch a call out for feedback soon.

Our annual report is due out at the end of June. There will be an Easy read version too. Our AGM is on 21st July. We have Imelda Redmond from Healthwatch England opening the AGM and then some workshops through the afternoon with the AGM at 6pm. This is all online.

Providers

Better Healthcare Stamford- SP- there is a petition going around to get Stamford residents more choice with GPs.

We are also looking at those who are digitally excluded too as well as keeping note of dental access.

EEAST- GL- We have been doing some co-production work and hope to have our report done mid-July which we will share with the group once its available.

AOB

SP I just wanted to come in to say that there's a big call out for volunteers to help the vaccination program at in Peterborough, they just don't have enough volunteers or stewards to help with the volumes coming through.

ACTION 102 SP to share information.

SA Told the forum this was Debbie's last Peterborough forum. Thank you and goodbye Debbie.