

## Draft minutes

### Healthwatch Peterborough Public Community Meeting

Held on: Monday 17<sup>th</sup> November 2014

At: Italian Community Association (ICA) The Fleet, Fletton, Peterborough, PE2 8DL

**Time:**

09:30-10.00 welcome/refreshments

10:00 - 12:00 meeting

1:00-2:00 Dementia Friends training (JH)

#### Attendees and apologies

**Directors:** David Whiles, Part Chair (DW) (Health and Wellbeing board after 10:10), Gordon Lacey, Part Chair (after 10:10) (GL), Gill Metcalfe (GM), Mary Bryce (MB), Louise Ravensthorpe (LR),

**Apologies:**

**Management Group:** Rosemary Dickens (RD), Nicola Hampshaw (NH), Gill bachelor (GB), Susan Mahmoud (SM), Annette Beeton (AB), Anne Lockwood-Hall, Dennis Pinshon (DP); Rosemary Dickens (RD); Susan Mahmoud (SM)

**Apologies:** Jean Hobbs; Margaret Robinson

Barbara Cork - apologies and request to resign from Mge GP due to ill health. Agreement to accept and send best wishes from all Directors/Management Group.

#### CAB HWP

Angela Burrows (AB) COO

Jennifer Hodges (JH) SO

#### Other Attendees

Rosemary Steele - given apologies: raise issue of GP presuming Dementia due to payment scheme. Letters from PSHFT (too many)

Mark Hazell

#### C&P CCG

Jane Coulson (JC)

Jessica Bawden (JB)

#### PSHFT

**APOLOGIES:** Chris Wilkinson (CW)

#### Neighbouring Healthwatches

## Welcome -David Whiles

1. Welcome & Introductions;
2. Apologies;
3. Declaration of interests;
4. Minutes of 22 October 2014

Actions		
Action by	Area/action	Completed/further comment
AB	Send letter to C&P/SL CCG re: info/Patient Exp. PSHFT	Completed and Sent
AB	To raise issue of apt service (dermatology)	Pending
AB	Forward hydro mtgs to DW	Completed
AB	Share Complaint Questionnaire/report at Nov mtg	Available/sent with mtg papers
AB	Arrange E&V at MIU	On 19 <sup>th</sup> Nov 10-12noon
AB	Contact NHS England – what are they doing to raise awareness/use popular culture re: misuse of A&E	Pending
AB/JH	Arrange an OOH E&V to ED	On hold, following 15 Step event. To be Tues/Wed from 5-8pm.
AB	To invite UCP (& neighbouring HWs) to present next year	Pending - send via CCG as they are collating a priority list.
AB	Contact RNIB/Deaf Blind UK – awareness of Bowel Cancer Campaign screen kit issues	Contact and letter drafted. To be sent.
AB	Request regional data on take up of screening for area	Completed

## Action Plans/Activity - Updates - Angela Burrows

### QualityWatch- patient engagement/ national priorities

Thanks to those who came along and spoke to them. Looking at what would be the public's priorities. QualityWatch were very impressed with the feedback given and would like somebody to look at the national data from all 8 events and have asked if D.P could sit on the panel.

### PSHFT - 15 Step Challenge - (12<sup>th</sup> Nov) - UPDATE

Thank you to our volunteers who took part. We will be receiving a report from the Trust following this in the next couple of weeks which they will then make an action plan on. Specific concerns raised by A.L-H, once we receive the report we will share this with our volunteers to check that all issues have been included in the report and if some have been missed we can write a response to highlight these. A.B raised the concern that many things that were highlighted in 2013 have not improved.

**NHS England GP Surgery Procurement (GL) confirmation/mtg pending with PPG**

HWP were contacted by NHS England for support for patient engagement for the contract consultation of Botolph Bridge Health Centre. G.L has been supporting this and has written a letter regarding problems around patient engagement following meeting the PPG.

**Hydrotherapy** - no update

**MIU** - update and follow up E&V 19<sup>th</sup> Nov

Conducting a follow up enter and view 19<sup>th</sup> November so check what actions have carried out following our report from the original visit. CCG and Lincs Community Services are coming along.

**Non-clinical Cancer Services** update

Pushing for an announcement on a new centre (not official) as well as full recognition of our work around non-clinical service provision within Peterborough. Our report is on our website.

**Complaints handling** - HWP Report (Aug-Nov)

We've got the first report from our complaints handling survey, some interesting findings and very honest responses. We are looking at how we present this data and what key areas we're looking at monitoring. Report has been shared and information about the project is online, the full report will be online shortly. We sit on the complaints review group at the hospital.

**Coronary Heart Project** proposal - lead Mge/Dir TBC

Discussed at Dir meeting and to pick up again when project orange in 2015/16. We would need a volunteer to work on this project.

**Enter & View Programme** (update) Care Home 10<sup>th</sup> December

We are conducting two care home E&Vs, we received a request from a care home. Email has gone out to all

**Mental Health** (Jennifer) mtgs: Met with Janet Dulaghan to discuss including MH Videoscribe in offer to local secondary schools. To provide memory stick with video, discussion points, relevant website links and information about training for teachers. PRC proposal sent to PRC, awaiting to hear from Andy Barber. NSUN coming to give a presentation to MH sub-group on 1<sup>st</sup> December.

**SEND Reforms** (L Ravenscroft) HWP has submitted our Local Offer

We have completed and submitted our local offer. Points out your accessibility and what groups of people you work with, allows people to be aware of how accessible organisations are.

**Prisoner Project** -

CQC/CLINKS -Update - HWP invited to national meeting looking at how CQC could best engage with prisoners and their families before carrying out an inspection of the health services within prisons which is now within their remit. Contributed to development of guidance on how to engage service users and their family. Very well attended by other relevant organisations that work regularly with prisoners. They would hold a listening event to coincide with one of the prisons "family days" as well as a listening event with relevant organisations.

**Millfield Patient Info Stand** - volunteers to attend - Day/times

Opportunity for organisations, we really need a volunteer to come forward and make themselves available to

**Community engagements** 18<sup>th</sup> Nov BME Community Event, Beehive Community Centre 10-11pm; 20<sup>th</sup> Nov CPFT volunteer event, Woodgreen, 9:30-4:30pm; 26<sup>th</sup> Nov Deafblind UK Disability engagement 9:30-4pm; 27<sup>th</sup> Nov Volunteer Event The Fleet 11-1:30.

**Soft Intelligence - Management Group/Director**

Food wastage in Hospitals, menus to include information about why certain foods (protein) are good. HWP previously raised concerns on info on menus, meals being too large. Trust “lighter lunches” removed the vegetables. Needs re-visiting. **ACTION: request copy of menu.**

HWP delighted to see hospital highlight need for mealtime volunteers. This has been supported/recommended by HWP in 2013.

**Reports from Mge Gp/Directors/Staff (all distributed to Dir/Mge Gp) taken as read**

No.	Date	Committee/meeting	Attended/report by
1	291014	Independent Providers Social care Quality mtg	M Bryce
2	201014	Care Quality Review: PSHFT	G Metcalfe
3	21/281014	Botolph Bridge CHC	G Lacey
4	051114	Gateway Review	G Lacey
5	061114	Complaint Handling Qu. Report (1)	A Burrows

250 safeguarding cases in the last quarter reported to Peterborough Local Authority, getting around 8 safeguarding alerts a day. Mostly come from residential care homes. A new head of safeguarding has been appointed as well as some very experienced safeguarding staff. Positive that there is a high awareness within Peterborough regarding safeguarding and how to report it.

A joint strategy between HWP and the Local Authority on how we can work to address this issue.

Domiciliary care, have asked HWE for some guidance on this.

**Communications to/from HWP**

Date	From - to	Details (overview)
Nov 14	HWP- PCC	Local Offer template completed
Nov 14	HWP CEO.PSHFT	Request case review due to delays
Nov 14	HWP-NHS England	Botolph Bridge CHC - procurement process
Nov 14	HWP-SL & C&P CCGs	Request info on pat. Exp. info sharing (PSHFT)

**PSHFT - Chris Wilkinson (apologies)**

To invite new Chief Nurse once appointed/New year. **ACTION**

**C&P CCG - Jane Coulson**

UCP -

Choose well campaign started Thurs, multi platform campaign using social media, leaflets, posters, etc. Focusing on where to go, not saying to not go to A&E. Survey of how people find out information about where to go, have had about 1000 responses which interestingly about 50% said they got their information from Facebook. A.B what is the availability in other languages? It has been done in 12 languages and campaign material has been distributed to key areas with high rates on non-English population e.g. Polish school, Eastern European supermarkets etc. A.B would also be good to get the Peterborough Youth Health Champions involved as they do a lot of health promotion work and would increase reach to younger people. **JC requested contact details**

Out of hours and 111 - looking at contacting GPs to give some urgent appointments through the 111 service to tackle the issue of many 111 service users being sent to the ED. Cambs and Peterborough out of hours contract concluding, but extended for 6mths to a year and are looking to integrate 111 and out of hours services for next winter.

Through pilot putting GPs in 111 it allows 111 to work more efficiently. Also thinking to implement something similar to the 111 service at ED front of house to almost triage people arriving at ED to divert people who could be seen more quickly at another service. eHospital - Addenbrookes have recently gone paperless. Some initial delays from this but when fully implemented should be an efficient way of working.

Plans to bring deficit down to break even.

ENT evaluation, process still ongoing but the evaluation day was very productive and gave excellent in depth feedback and insight. 70% of cases that went through to a consultant could have been dealt with in primary services, now looking a putting triage system in place between GP and consultant referral.

A.B Flu jab for the housebound, some confusion about whose responsibility it is to do this.

**J.C to find out.**

**Open to questions/feedback from attendees/ AOB**

Attendee: No sit down scales for the elderly or disabled. **ACTION: To ask PCH whether they have this facility and if so in how many departments is this available.**

**12:00 FINISH**

**NEXT MEETING; Friday 12<sup>th</sup> December 2014**