

Minutes

Healthwatch Peterborough Public Community Meeting

Held on: Wednesday 22nd October 2014

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

Time: 9:30-10.00 welcome/refreshments 10 - 11:30

11:30-12:15 - Bowel Cancer UK

12:15-12:45 light lunch

12:45-2:45pm General Medical Council (GMC) Consultation

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: none

Management Group: Rosemary Dickens (RD), Margaret Robinson (MR), Nicola Hampshaw (NH), Gill bachelor (GB), Susan Mahmoud (SM), Annette Beeton (AB), Anne Lockwood-Hall; Geoff Bovan (GeB), Ian Arnott (I.A)

Apologies: Jean Hobbs; Dennis Pinshon; Rosemary Dickens; Susan Mahmoud (attended GMC consultation)

CAB HWP

Angela Burrows (AB) COO
Jennifer Hodges (JH) SO

Other Attendees

Peter Skivington
Susan Turner (carer)
Rosemary Steele

C&P CCG

Jane Coulson (JC)
Apologies: Jessica Bawden (JB)

PSHFT

Chris Wilkinson (CW)

Neighbouring Healthwatches

Apologies: Annette Atkinson (HW Lincs)

Apologies: Suzie Henson-Amphatt (HW Rutland)

Welcome -David Whiles

1. Welcome & Introductions;
2. Apologies;
3. Declaration of interests;
4. Minutes of 23 September 2014 ratified.

Actions

Action by	Area/action	Completed/further comment
A.B	Send quality audit to C.W	
Susan. M & Annette. B	S.M and A.B to meet and discuss info given by J.C and to feedback at the next Community Meeting (Nov)	

Action Plans/Activity - Updates - Angela Burrows

QualityWatch- patient engagement/ national priorities

QualityWatch have been commissioned to do a range of work, one of which is to identify what the public view as the key indicators that QualityWatch should be monitoring. As a part of this work they are holding 8 workshops one of which is being facilitated by HWP here in Peterborough. We have sent an invitation via email to 10 randomly selected HWP members. DATE?

PSHFT - 15 Step Challenge - (12th Nov) - CCG communications (C&P/SL)

HWP took part in a pilot 15 Step Challenge in the Outpatient Dept. Following this HWP volunteers took part in the Trust's first Trust-wide Challenge on 29th Nov 2013. HWP are very pleased that the Trust is conducting another one and has once again invited HWP volunteers to take part. All information has gone out to authorised reps and members.

Request for Info to be agreed to send to two primary CCGs (South Lincs, Cambs and Pboro) that commission the hospital, to provide method of sharing important patient feedback/experience. **ACTION AB to send letter agreed**

It has been raised by the public but it has also been evident through communications. C.W hold quarterly Care Quality Review meeting in which the two CCGs have each other's reports. J.C there has been far more joint work between

the CCGs involved in commissioning PSHFT as the patient group now covers all areas.

G.B worrying that when you leave a message with the dermatology service you will often not hear back and when ringing them again and getting through to a person they will state that there was no message on the machine. **ACTION: To investigate service provision.**

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

NHS England have contacted G.L to be involved with the contract tendering in terms in feeding back service voice, will be working very closely with the PPG as they are concerned with the tendering process, Botolph Surgery.

R.S concern about the amount of time spent by GPs on the commissioning side instead of seeing patients.

Pop up shop - overview

DIAL are hoping to use empty units in the city centre to host a pop up shop. Will provide small organisations with opportunity to be part of. Early stages. Update once more info available.

Hydrotherapy - update

Local authority has said that they will make sure the service is secure. AB has been steering gp dates till end 2015. **ACTION: forward dates to DW**

The pool has been entered for an award so they can purchase a new cover for the pool, we will be promoting this via social media, enews, etc.

MIU - update and follow up E&V 19th Nov

They have placed bollards down the road and cars now cannot park on the double yellow lines next to the only access path. The path is now safe and accessible with clear visibility to cross the road. We have visited the site and taken pictures.

J.C some issues about pedestrians not realising that they can access the path and then walking on the road.

HWP are looking to review the site, both the access and the internal workings, have invited the CCG and the Authorised Reps that took part in the original E&V so they can see what improvements and recommendations have been implemented.

ACTION: To arrange follow up E&V; invite CCG, previous volunteers.

Non-clinical Cancer Services update

Waiting for the announcement for the Wellbeing Centre, HWP invited to sit on the programme board for that. Report available on HWP website.

Complaints handling - Update HWE Annual Report

HWE report available on their website.

PSHFT sending our Complaints Handling Questionnaire with all final responses. About a dozen received so far. Full report of findings at Complaint Review meeting (7th Nov 2014). **ACTION: to share report at next meeting.**

Full project details available on HWP website including questionnaire.

Coronary Heart Project proposal - lead Mge/Dir TBC

Waiting to here from PSHFT to see if this is a viable project. Volunteer Dir/Mge Gp member to be identified to lead.

Enter & View Programme (update) MIU 19th Nov (previous attendees)

Collating previous reports. Hoping to do a PCH E&V before the New Year, however with the 15 Steps Challenge this may be moved to early 2015.

Mental Health (Jennifer) Videoscribe

Videoscribe now finished and HWP looking to put the video on a memory stick along with other HWP resources and relevant information for secondary school students within Peterborough. Hoping to offer this to all Peterborough secondary schools to enhance relationships with schools and have the opportunity to speak to their students, in assembly or PSHE about HWP.

Project at Peterborough Regional College in early talks now, currently putting together a proposal and will update at next meeting in November.

SEND Reforms (L Ravenscroft) Local Offer Template (available at meeting)

We have completed our local offer template which all LHW have to do. This will need to be updated

Prisoner Project - CQC/CLINKS

CQC and CLINKS want us to advise them on how to engage with prisoners as part of CQC new inspection work. AB to attend London workshop and provide overview of HWP's work in this area.

The Wellbeing Rep/s on the male side are working with new prisoners in their induction process, has also produced a poster and an entire wall display about Stoptober that is appropriate for prisoners (no links to websites or phone numbers) and more information

that would not normally be missed due to the assumption that people will visit the website for more information.

Community engagements 15th Nov at PCH - Inflammatory Bowel awareness event 9:30-1pm. 18th Nov BME Community Event, Beehive Community Centre 10-1pm; 20th Nov CPFT volunteer event, Woodgreen, 9:30-4:30pm; 27th Nov Volunteer Event The Fleet 11-1:30.

Soft Intelligence - Management Group/Director

M.R organisations seeking consultation and feedback from HWP, we need a discussion around this as a worry that we are used as service user engagement which is not appropriate and may be preventing true engagement with service users and members of the Peterborough public.

An abundance of new organisations that are set up to do a very similar thing with regards to patient engagement, patient representation, etc.

Full overview of all “patient engagement” orgs is needed.

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

No.	Date	Committee/meeting	Attended/report by
1		Mental Health Stakeholder Mtg	DP
2		Older People Programme Board (CCG)	GL
3		HW Networking mtg	DW
4		Care Design Group	LR
5		Pboro LCG	GM
6		Involvement mtg (East)	MR
7		End of Life Programme Board	MR
8		Age UK AGM	MR
9		Older People Project Board (PCC)	MR

Communications to/from HWP

Date	From - to	Details (overview)
Oct	HWP - CCG (SL?C&P)	Quality Clinical Audit (ED -PCH)
21 10 14	C&P CCG	MIU Update

PSHFT - Chris Wilkinson

Staffing, new director of workforce and organisation development now started, Ian Cripp??

New COO arrived today, Ian Dufforty??

Fully substantial board now.

Interview process next week for C.W successor, C.W leaving at the end of Jan 2015.

ED performance, badly against the national target in the last month, currently about 74%, the national target being 95%. Capacity is so tight now that each day the issues from the previous day haven't been dealt with which results in it building up day after day. Main aim is to safely and effectively discharge people. Beds normally don't become available until late afternoon, due to transport issues, pharmacy, relatives, care plans and overall efficiency. There are a number of patients in beds within PCH who should be being cared for in the community but the care package does not exist with regards to social care in the community.

G.L any evidence that inappropriate presentation at ED increasing or decreasing? C.W we have done work on this that allows us to know that there are people coming to ED that could be safely assessed and treated elsewhere, 5pm onwards sees a real influx of people coming in. There is a problem within the culture that makes people immediately go to ED rather than self-treating or visiting GP, Pharmacies, etc.

Psychiatric Liaison services, acknowledge that people coming in to acute physiology problems may also have a psychology problem that will greatly affect how they respond to the environment, treatment and how well and how quickly they recover. RAID programme in Birmingham, looked at the Psychiatric Liaison team affect on the length of stays, recovery, inappropriate admissions etc. It is up and running now at PCH, two Psychiatrists on site with nurses working with them.

ACTION A.B HWP to arrange another out of hours E&V in ED - target 5pm time/establish where people have come from/if they are contacting/using other services,

ACTION: Ask NHS England what they are doing to use popular culture (Soaps, etc) to educate the nation about what services are appropriate in particular circumstances.

C&P CCG - Jane Coulson

Major concern is the rising attendance at ED, doing joint working about what provision the CCG can do to prevent this. Involving NHS England in that as well as primary care has a part to play in this. Cambs and Pboro wide project looking at the different providers of 111 and primary OOHs, if more GPs could work with 111 this would allow more people to be dealt with adequately and appropriately via 111 to prevent them still having to access their GP or going to ED.

Older peoples bid winner has been announced, Uniting Care Partnership (UCP) will be taking over the contract as of April next year. They will hold the contract together between the two trusts and separately from other contracts each of them hold. Currently in contract negotiation stage, once the contract is signed they will be working closely with CCS to provide integrated services and ensure the services are developed to match the outcomes framework.

ACTION: to request attendance from lead/s from UCP - (and invite HWCamb) next year once the contracts are signed and programme of work/action plans will be agreed.

G.L we haven't seen how they to work yet.

J.C until the contract is signed they can't start discussing what they will be doing and how they will be working as they may make claims that are then not included in the contract.

11:30-12:15 Guest Speaker: Ross Little - Bowel Cancer UK

PRESENTATION

Questions: P.S the bowel cancer screening kit is very small and not accessible for blind people.

ACTION: To contact the RNIB to raise awareness and importance of blind and partially sighted people being put at a disadvantage due to the inaccessible kit.

If the kit is needed in another language there is a few lines in various languages on the back to inform people how to apply for their language.

55% return rate, 14m kits returned. **ACTION: RL - request what is the local return rate for Peterborough> A.B has spoke to R.L to pass this info on to us.**

Over 20k cancer cases diagnosed as a result of the bowel screening programme.

Open to questions/feedback from attendees/ AOB

12:15 -12:45 Light Lunch

12:45-2:45pm Jo Wren - General Medical Council (GMC) Consultation

NEXT MEETING: MONDAY 17th NOVEMBER 9:30 FOR 10AM START.