

Minutes

Healthwatch Peterborough Public Community Meeting

Held on: Tuesday 24 February 2015

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

Time:

09:30 -10:00 welcome/networking (refreshments available)

10:00 -12:00 Community Meeting/reports/updates

12:30-15:00 HWP Complaints Training

Attendees and apologies

Directors: Gordon Lacey (standing as Chair) (GL), Gill Metcalfe (GM) Mary Bryce (MB)

Apologies: David Whiles, Louise Ravensthorpe,

Management Group: Nicola Hampshire (NH), Gill Bachelor (GB), Susan Mahmoud (SM); Geoffrey Bovan (GB) Rosemary Dickens; Margaret Robinson (MR); Anne Lockwood-Hall (ALH), Annette Beeton (AB) (part meeting), Dennis Pinshon (late arrival)

Apologies: Jean Hobbs; Ian Arnott

CAB HWP

Angela Burrows (AB) COO

Jennifer Hodges (JH) SO

Neighbouring Healthwatches

Suzie Henson-Amphlett (HWR/P)

C&P CCG

Jane Coulson (JC)

Jessica Bawden (JB)

PSHFT

Lesley Crosby

Teresa Stratton (Falls Prevention overview)

Members of the public/PPG/other

Roger Dangerfield Thorpe Rd PPG

- Thorney PPG

Welcome -Gordon Lacey

1. Welcome & Introductions;
2. Apologies;
3. Declaration of interests; none
4. Minutes of 21 January 2015 (ratified)

GL - Asked LC re: refusal to accept deceased person on way to PCH. LC confirmed issue with person from Cambs - but not policy. Will review and update. POST MEETING NOTE: actioned and closed.

Actions		
Action by	Area/action	Completed/further comment
AB	Send letter to C&P/SL CCG re: info/Patient Exp. PSHFT	Completed and Sent Response for additional time due to ongoing work on this area. Agreed TO BE FOLLOWED UP POST AGM
AB	Share Complaint Questionnaire/report ii	Response from PSHFT therefore, details of report and response to be shared at Community Meeting
JH	To invite UCP (& neighbouring HWs) for service update.	Completed. Confirmed as Friday 27th February 10:30-12:00 at The Fleet.
AB	Facilitate E&V with neighbouring HWs (HWC, HWR, HWL, HWN and HWP)	Only 1 member from HWC attended pre-E&V meeting. E&V to be actioned on 25 th March 2015. Reps from each noted.
AB	Bowel Cancer: Request regional data on take up of screening for area. Figures not at national levels. Ongoing work to be done.	ONGOING
AB	Send MIIU report to CQC	Sent to: Tanya Simpson-Biles HWP Rep Confirmed receipt, looking at issues raised. ACTION: follow up visit to review

Action Plans/Activity - Updates - Angela Burrows

LHW Standards - draft due 27th March 2015

- Working on standards to now include strategic relationships and evidence for projects. Six draft standards are currently:
 - Local Voice and Influence
 - Making a Difference Locally
 - Signposting and Advice
 - Strategic Context
 - Strategic Relationships
 - Working with Healthwatch England and the CQC

111/OOH Consultation: update/overview.

Note extended closing date. Reminded everyone short consultation doc and to share in PPGs etc.

NHS England/GP Surgery Procurement (GL)

GL shared history of process, acting as mediator between the PPG and NHSE Area team. Met both parties. Made recommendations to NHSE to rebuild trust. Appeared initially successful. PPG provided patient rep. GL to be 'observational. Letters sent from vice chair and chair on behalf of PPG highlighting concerns about GL's independents/conflict. GL has stepped down. Concerned about the fact that PPG members were aware of the communications from the vice and chair. Now PPG is sole representative of the process.

BBHC PPG member - should be continued and relate to a person as their doctor and should be so. There appears little done. Hoping for continuation. GL not view raised by PPG at mtg.

Hydrotherapy - update

Have range of sessions inc. Quiet session (+£) almost at capacity.
Service users to share experience and outcomes from service provision

MIU - update

no responses to report. Will highlight issues and/or carry out follow up E&V.

Non-clinical Cancer Services (Wellbeing Centre/RHMC) awaiting Macmillan/PSHFT announcement

Complaints handling-Complaints Review Cmmttee (Jan mtg cancelled) i. Update
ii. Questionnaire. Response pending from Stephen Graves (CEO) once received will share report/response.

Enter & View Programme (update) ED (Dir/staff) E&V Trust-wide/Jointly with neighbouring HWs at PSHFT - date TBC

Mental Health (C/YP Videoscribe MH/Primary Care) (Jennifer)

SEND Reforms (L Ravenscroft) no update

Prisoner Project - (CQC/HWE) update HWE looking to develop for national delivery.
Further info in April mtg.

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

Soft Intelligence - Management Group/Director

Ian A (in absence) Article in Wed 28th Jan Guardian about concerns over quality of unregulated care for services for patients discharged into the community from mental health units, particularly supported accommodation. Five local Healthwatches have raised concerns about services in their areas. Do we have any view of this in Peterborough?

No knowledge of issue raised, none reported in info bank. Attendees to establish if issues have been raised from committees/boards.

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

No.	Date	Committee/meeting	Attended/report by
1	260115	Quality Assurance Committee (QAC) PSHFT	Gill M
2	200115	Complaint handling report ii (PSHFT)	Angela B
3	150115	E&V at PCH	Angela B/JH
4	300115	CVD Workshop	Margaret R
5	120215	OPP (PCC)	Margaret R

MR: requested feedback - they intend to look at what has been done historically, and review rather than repeat readily available earlier projects. Offered to ask at meeting to share any previous projects/reports on CVD. Can anyone share
 GL: Stroke awareness day - random take blood pressure/stands
 MR: early identification
 GM - will share other info

Communications to/from HWP

Date	From - to	Details (overview)
020215	HWP - NHSE/PPG/Monitor /MPs	Botolph Br. Community Centre- pulling out of process.
230115	HWP(+6 other LHWs)	Request for HWE to develop HWP's Prisoner project
230115	HWP-PSHFT cc'd CQC/CCG/complaint review gp	Complaint handling issues raised with PSHFT CEO
230115	HWP-PSHFT cc'd CQC/CCG	Latest Complaint Handling (Report ii)
Feb 2015	PSHFT-HWP	Comprehensive response detailing actions

C&P CCG - Jane Coulson /Jessica Bawden

JB: Thanks for taking look at 111/OOH, good responses.
 Looking at front of house delivery modules at ED/A&E
 Had funding formula - increase - not match demand, but positive highest increase in East of England 5-6% per head increase.
 Mental Health - increase funding. CAMH services increase.
priorities: Primary care (NHSE reorganisations) co-commissioning primary care (not just GPs, community services). MH/CAMH. Planned care. Urgent care (pathways using).

System Transformation Board: Jointly with LAs, Trusts in area. June/July raise with public - consultation. Addressing issues of aging and growing population and funding gaps. Better/innovative use of funds.

GL - What is happening regarding lack of GPs/retiring GPs.

JB - looking at range of supporting options - nurse prescribing, pharmacy support/ GP dealing only with serious concerns.

GL - perhaps review how many hours are spent by GPs in meetings/commissioning. Loss of GPs who are not being flexible.

11:40 PSHFT - Lesley Crosby

Remain to be very busy, more patients is increasing puts pressure on whole health care system.

Jo Bennis officially in place.

John Randall to step down. Looking for medical director.

As part of CW leaving legacy - early retirement ball - raised £3,000 for frail and elderly.

GL - how are initiatives in A&E various things discussed. Is there additional things.

LC using 11 point plan. Still people using ED than other services. GP in and has helped.

work to stop inappropriate admissions to ED from care homes - raising awareness of other services 111 etc.

11:50- Guest speaker: Teresa Stratton (PSHFT)

Teresa Stratton PSHFT

Falls Strategy: the Falls and Fracture Prevention Nurse Specialist

New innovative in PCH raising awareness of fall awareness (if patient fallen in home/hospital). Issued with a wrist band to highlight - very visual reminder that they are vulnerable and has fallen before. Trust has seen 50% reduction.

Pilot on three wards (March-May trial).

Monitor those wards with arm bands and those without.

Would be useful for community use too.

GL requested Teresa return and feedback on trial and if successful, can discuss HWP can support wider use and proposal.

Volunteers aware too of the scheme

Overall reduction in falls at Trust.

AB: will this imitative be shared with local care homes?

Not yet, but may look at this as possible action if successful.

NH/AL-H raised concerns with surface of the flooring

LC to bring back - so far feedback is more positive falling replacing at main atrium

POST MEETING NOTE: LC provided update of floor incidents (to be shared at April mtg).

12:00 AOB

Peter Skivington: raised concerns pharmacy not fulfilling 48 prescriptions. PS had phone call blind man diabetic have it on Friday (on holiday Sat-Sun) got it Monday. Not keeping Pharmacy next door to North St surgery)

PS: update on Bowel cancer screening test.
SHA shared new pilot for one

Positive story about ambulance/ED department treatment.
Few weeks ago knocked off bike by car. Never left alone, came home GP rang to see how I was, able to highlight excellent service.
NH - sponsored swim.

12:10 FINISH (followed by light lunch)

DRAFT