

Healthwatch Cambridgeshire and Peterborough
Minutes Community Forum in Peterborough December 7th 2017

Summary of Minutes:

- Heather Lord updated meeting on the launch of ‘Accessible Information as Standard’ and the work that still needs to be done before accessible information is Standard.
- Martin Russ and Rob Murphy from Cambridgeshire and Peterborough CCG gave a presentation on the new Minor Eye Conditions Services being rolled out in Peterborough
- Final terms and conditions were agreed for the community forums and a plan was agreed for workshop on GP services to be held next year.
- North West Anglia Foundation Trust, Cambridgeshire and Peterborough CCG and Cambridgeshire and Peterborough Foundation Trust gave updates on their activities

Actions

This meeting

Action	Lead	Timescale
Circulate suicide prevention training resource CPFT’s Zero Suicide Policy and.	Neil Winstone	Completed
Arrange presentation with on CPFT’s NHS 111 Option 2 Service	Neil Winstone and Healthwatch staff	Future community meetings.
Send GP Out of hours death certificate advice letter to Healthwatch	Jane Coulson	When letter is written and circulated.

Previous meetings

Action	Lead	Timescale
Contact possible speakers for February meeting	Samuel Lawrence	Passed to Heather Davison
Ask CCG to speak on work around ‘self care’ on future meeting agenda	Samuel Lawrence	Passed to Heather Davison

Full minutes:

Attendance

Directors: Val Moore, Gordon Smith (Chairing meeting), Margaret Robinson, Susan Mahmoud,

Advisory Committee: Rosemary Dickens, Annette Beeton, Gordon Lacey, Suzie Henson-Amphlett, Geoff Bovan

Staff: Heather Lord, Samuel Lawrence, Julie McNeill, Angie Ridley, Emma Amez

Other Attendees: Jane Coulson, Martin Russ, Rob Murphy (Cambridgeshire and Peterborough CCG) Ivan Graham (North West Anglia Foundation Trust (NWAFT)), Neil Winstone, Anna Tuke (Cambridgeshire and Peterborough Foundation Trust (CPFT))

Members of public also attended (contributions noted as **PA** for public attendee)

Apologies: Nik Patten, Dennis Pinshon, Ian Arnott, Nicky Hampshaw, Jean Hobbs Sue Westwood-Bate, Jonathan Wells, Frances Dewhurst (Healthwatch) Jo Bennis (NWAFT) Jo Hobson (CCG)

10:00 Welcome, minutes and actions (GS)

All welcomed. Minutes ratified.

10:15 Accessible Information as Standard (HL)

HL updated the meeting on the launch of 'Accessible Information as Standard'. Event was attended by over 70 people, including four patient speakers and speakers from NWAFT and CPFT. Many members of the public also shared their stories. Event highlighted the need for a huge amount of improvement to information for people with learning and sensory disabilities.

Project will now be taken over by new Project Manager Janine Newby Robson. Discussion followed about how to ensure scope and effect of future work was justified. Following points discussed

- Concern that GP services might be bearing brunt of cost of implementing AIS. Important for both NHS and Healthwatch to work with GP services on this in a supportive way.
- Need to make sure that NHS and GP services are recording people's needs and sharing this information with each other.

10:30 Eye services presentation (Martin Russ and Rob Murphy)

Rob Murphy, Associate Director of Planned Care and Martin Russ, Local Ocular Committee Support Unit (LOCSU) Locality Manager gave presentation on new Minor Eye Conditions Service in Peterborough.

Concept of Service is to use opticians to provide support for minor eye conditions. All patients under 16 are served and the service is now accepting referrals. All patients to be seen with 5 days, for non urgent conditions. GPs can refer.

SM, **JM**, and **PA** raised concern about patients not being provided with choice as to what service they go to for eye conditions. **RM** stated tha the CCG were trying to get the message out to all providers that they should be providing choice but said he would take it as a point of feedback.

HL asked for web address for MECS service, **RM** and **MRu** said they would forward it to her.

10:45 Meeting reports (taken as read)

Taken as read.

10:50 Break**11:00 Final forms of community forum function/workshop plan**

Final form of the community forum terms of reference was circulated, with feedback from previous meetings incorporated. Ratified by meeting.

An updated plan for the Your Voice, Your Care Workshop was circulated. Ratified by meeting. **SL** explained that he was leaving employment with Healthwatch at the end of December, and that therefore Heather Davison would have to take over organising the community forums and the setting up of the workshop. He explained that therefore the workshop would not go ahead in February as planned, to allow Heather Davison more time to adjust to the community forums and setting it up.

11:10 Staffing update (HL)

HL delivered update on staffing. Laid out number of hours devoted to each workstream. Explained that new engagement officer would be based in Peterborough. Outlined that four new posts are being recruited to.

11:20 NWAFT update (Ivan Graham)

CQC will be leading their inspections of the trust on 5 key topics. 4 will be unannounced, the fifth 'well led' will be announced in advance so key leadership staff can be present.

Services continue to be under significant pressure, rising with the winter.

PA asked if this was a yearly trend. **IG** stated yes it is, but in recent years has changed. It used to be that Emergency Department attendance would peak in winter and then go back down once winter was over. Now attendance climbs to a new peak each winter, and then stays at that peak until next winter when it rises again. Currently between 60% and 90% of patients are being seen within four hour time frame.

Discussion of measures to deal with pressures on Emergency Department followed. **AB** suggested that hospital needed further beds. **IG** said that the one bed project was winding up and that after that hospital would review bed availability.

JC stated the CCG had made a bid to reconfigure the Minor Illness and Injury Unit (MIU) in a way that would make it easier to redirect people there from the emergency department as appropriate, but that the bid was unsuccessful.

11:30 C&P CCG update (Jane Coulson)

JC CCG's finances are staying where they are. Despite making a bid, the MIU is staying where it is

Peterborough patient forum had raised a concern about availability of GPs to sign death certificates of Muslim residents, as many believe that the dead should be buried quickly, and this can't take place without the person's registered GP's signature on the death certificate. Briefing to be sent out to GPs on ways round this problem. JC said she would supply a copy of this briefing to Healthwatch.

11:40 CPFT update (Neil Winstone, Anna Tuke)

NW Explained that CPFT will also soon be receiving CQC inspection and have requested a large amount of information.

Staff recruitment and vacancy filling is currently a significant issue.

CPFT's Zero Suicide Plan has been ratified by the board. NW said he would send round the policy and a free suicide prevention course after the meeting.

HL asked for NW to provide a speaker from CPFT for a future meeting on the NHS 111 service, how it was going. Agreed that this would be arranged between NW and Healthwatch.

11:50 AOB

SL was thanked for his contributions to Healthwatch and wished well in the future.