

Healthwatch Cambridgeshire and Peterborough

DRAFT Minutes Community Forum in Peterborough 17 November 2017

Summary of Minutes:

- A format for special forums to focus on a particular topic was presented by HL and SL. Suggestions made at the meeting will be incorporated into final form to be presented at next meeting.
- HL updated meeting on Healthwatch’s work encouraging providers and commissioners to make accessible information available.
- Andy Palmer from Cambridgeshire Deaf Association informed the forum about his organization’s work.
- GL updated forum on the Patient Reference Group’s last meeting
- IG informed the meeting about NWAFT’s preparations for an upcoming CQC inspection.
- Jo Hobson introduced herself to the meeting and outlined the current activities of the CCG.

Actions

This meeting

Action	Lead	Timescale
Develop final format for February workshop	SL, HL and NP	Completed To be presented at Dec 7 Meeting
Contact possible speakers for February meeting	Samuel Lawrence	Originally 7 Dec meeting - delayed because of concerns over date.
Send Ivan’s picture of NWAFT stroke info onto public attendee	Samuel Lawrence	Completed
Set self care on future meeting agenda	Samuel Lawrence	January meeting

Previous meetings

Action	Lead	Timescale
Incorporate points from discussion of community forum into community forum role and function	Nik Patten	Completed -to be presented at Dec 7 Meeting

Full minutes:

Attendance

Directors: Val Moore, Nik Patten (Chairing Meeting), Gordon Smith, Susan Mahmoud, Nicky Hampshaw

Advisory Committee: Dennis Pinshon, Jean Hobbs, Rosemary Dickens, Annette Beeton, Gordon Lacey

Staff: Heather Lord, Samuel Lawrence

Other Attendees: Jo Hobson (C&P CCG) Ivan Graham (NWAFT) Andy Palmer (Cambridgeshire Deaf Association)

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

Apologies: Sandie Smith, Jo Woodhams, Ian Arnott, Geoff Bovan, Suzie Henson-Amphlett (Healthwatch) Jo Bennis (NWAFT), Neil Winstone (CPFT)

10:00 Welcome, minutes and actions (NP)

IA listed as both attending and giving apologies in previous minutes. Amended.

10:15 Merger update - restructure (SL)

New roles:

- Heather Lord - Volunteer Manager 25 hours
- Heather Davison - Engagement Manager (30hrs/wk)
- Emma Amez - Project Manager (18.5 hrs/wk)
- Janine Newby-Robson - Project Manager (12 hrs/wk)
- Janine Newby -Robson - Engagement Officer (12hrs/wk)

Recruiting to roles:

- Communities Programme manager Full time
- Business Development Officer 24 hours
- Engagement officer 30 hours
- Information and Signposting officer 24 hours

10:20 Quarterly workshops (HL and SL)

HL and SL presented draft format for first theme based quarterly workshop at community forum. Theme agreed on was primary care. Format would involve four expert speakers speaking followed by four round table discussions on themes related to primary care.

Changes and clarifications agreed at the meeting.

- Speakers to be given 10 minutes per person to speak, inc question time.
- Focus group participants to spend 10 mins on each question before rotating.
- A speaker and a Healthwatch member to remain on each table as listeners.
- Guidance to be issued to speakers asking them to use layman's terms. (This request to be sent to speakers for all community forums)
- Workshops would not initially be advertised as 'quarterly' - we would run a trial one before deciding how regular they would be.
- When collecting feedback from meeting, it will be important to separate priorities from wishlist and ensure that priorities are actioned.

HL and **SL** to incorporate feedback into plan, present to **SS** for resourcing purposes and bring back final version for next meeting.

10: 35 Accessible Information as Standard - Launch (HL)

HL updated the meeting on plans for the launch of 'Accessible Information as Standard', and highlighted the need for Healthwatch to carry on working to ensure accessible information becomes standard after that launch. Pointed out that it is 22 years since the disability discrimination act came into force, but people are still waiting for equality. Invited **JoH** to attend Accessible Information as Standard launch, stressing need for **CCG** to attend and say what they are doing around this topic. Agreed to discuss it outside of meeting.

NP pointed out nearly 1/7 people in UK have a learning or sensory disability.

General agreement that Healthwatch must continue work to ensure providers and commissioners accept their role in providing accessible information.

10:45 Meeting reports

GL presented minutes of latest Patient Reference group forum.

Concerns expressed by meeting that the Sustainability and Transformation Partnership did not appear to have any clear time frame or terms of reference. **JoH** said these issues had been discussed at the latest governing body meeting.

Report mentioned attempt to make sure 111 calls are diverted to **JET**. **GL** said there is currently inconsistency in how calls are being diverted. **HL** stated that we get mixed feedback from 111 service. Also raised concern about limited accessibility of service for deaf people.

10:50 Break

11:00 Presentation from CDA (Andy Palmer)

AP from Cambridgeshire Deaf Association gave presentation explaining personal and professional experience of issues deaf people experience in their lives. Family members of deaf people are frequently expected to act as interpreters, even when delivering important and upsetting health related news. Highlighted need to continue work to get deaf rights issues addressed.

In response to questions from the floor, **AP** stated that what he'd like to see is cross patch work between police, health services etc. to ensure that interpreters are always available for deaf people when needed. **IG** agreed that to have that partnership working would be ideal.

AP explained why communicating in written English is often inadequate for deaf people, it is extremely difficult to learn a language just from writing without hearing it spoken, just as it would be extremely difficult for an English speaker to learn Mandarin Chinese without hearing the words.

11:20 NWAFT update (Ivan Graham)

IG started by responding to a public attendee's query in a previous meeting about availability of stroke information for patients on discharge. People who suffer from strokes meet a stroke coordinator on arrival and are given a stroke pack on discharge. **IG** has sent photo of materials available to **SL** to be forwarded on to the attendee. **SL** will forward on.

IG stated trust has given CQC information in preparation for inspection, which they are undergoing as a new trust. Huge amount of information has been requested, trust has succeeded in providing it. **VM** added that Healthwatch is offering the CQC feedback to support their inspection, and that Jo Bennis and Sandie Smith are setting up feedback and listening events.

11:30 C&P CCG update (Jo Hobson)

JoH CCG is currently struggling to keep up with its financial arrangements. It is 5.8 million behind its planned deficit.

Policy of minimum waiting time has now been scrapped.

CCG is now communicating information around drugs GPs are no longer encouraged to prescribe.

Performance of A&E continues to deteriorate in the face of rising pressure. CCG is trying to lower numbers coming into A&E and unnecessarily using other resources by promoting self-care.

VM asked about term 'self-care' added that the term causes confusion. Does it mean improving your lifestyle, treating yourself for minor conditions, visiting your pharmacist for help? Discussion followed during which it was agreed term needs to be used consistently and carefully if a coherent message is to be communicated.

JoH explained that CCG are trying to be careful not to encourage people who need to go to A&E to stay away, but are focusing their efforts on trying to persuade people not to use A&E or their GP for minor conditions like coughs and colds. It

was agreed that self care might be a topic for a future community forum - SL asked to organize.

11:55 AOB

PA stated that the link between loneliness and mental health is an issue that needs more attention, suggested that it could be covered at PPG forums.

VM stated that at the next Healthwatch Board meeting in January the East of England Ambulance Services will be visiting.

PA pointed out that Health and Wellbeing Board are running a survey into whether people are getting what they need from their pharmacy met. **SL** stated that this survey is being promoted by Healthwatch.

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