

**Healthwatch Cambridgeshire and Peterborough****Minutes** 19 September 2017 Community Meeting in Peterborough**Directors:** Nik Patten, (Chairing Meeting), Val Moore (Chair of Organization), Susan Mahmoud**Advisory Committee:** Gordon Lacey, Geoff Bovan, Rosemary Dickens, Dennis Pinshon, Suzie Henson-Amphlett**Volunteers:** Rosemary Steel**Staff:** Heather Lord, Samuel Lawrence**Other Attendees:** Jane Coulson (C&P CCG), Ivan Graham (NWAFT), Neil Winstone (CPFT)Members of public also attended (contributions noted as **PA** for public attendee)**Apologies:** Gordon Smith, Jean Hobbs, Annette Beeton, Jo Woodhams, Nicky Hampshaw, Ian Arnott, Jo Bennis (NWAFT), Anna Tuke (CPFT)**10:00 Welcome, minutes and actions (NP)****NP** Welcomed meeting. Matters arising from minutes:

Discussion of availability of eye services came about from **HL**'s action to draft a letter asking what services were available for people in Peterborough. **GB** had previously reported people were being sent to Wisbech. **JC** stated that more eye services were about to become available in Bretton. Agreed that in light of this **HL**'s letter may need to be redrafted.

**DP** stated that the HWP and HWC logos should be presented side by side in future, as in previous meeting's minutes.

**10:20 Future of Community Meetings (NP)**

Discussion of future community meetings followed wherein the following was agreed.

- Community meetings would continue to be held monthly.
- Scheduled closed meetings would be replaced by community meetings.
- Practice of booking guest speakers for community meetings would continue.
- Community meetings are useful to professionals, providing local perspectives from members of Peterborough's community in a safe, open environment where all voices can be heard.
- Appeal of community meetings needs to be broadened so that more members of the public attend.
- Consider idea of having each community meeting focus on a specific theme.

It was agreed that **NP** would liaise with other staff and volunteers to come up with a new format, terms of reference etc for the community meetings.

**PA** pointed out that leaflets currently being given out have Huntingdon number on and needed to be updated. Praised enews and said that it should continue.

**10:45 Meeting reports (taken as read)**

GS provided reports on Health and Wellbeing Board and Area Partnership board.

### 10:50 Break

### 11:00 Update on merger/work with advisory committee (VM)

VM reported back on work she and board had done to address some of the concerns raised by the Advisory Committee in the meeting held 15 August 2017. Said that some of the concerns had and were being addressed. It had been confirmed that Community meetings would continue, and that work on the prisoner engagement project is being continued. Said that discussions about volunteering in the new organization were ongoing, as the organization had had to focus on statutory matters first.

HL said that Enter and View reports had been delayed due to office move and her annual leave. VM stated that we may need to look at changing the format of the way we do Enter and View reports anyway. However it was agreed reports on visits already done should go out as planned.

### 11:15 NWAFT update (Ivan Graham)

- New board now in place post-merger.
- CQC will be carrying out all site visit because trust is a new organization.
- Angela Moore on front page of Royal College of Nursing magazine.

RS asked why information about work on stroke in the community not being given to departing patients. IG said he would follow up on what was being given out.

### 11:25 C&P CCG update (Jane Coulson)

- CCG has been given a 38 million savings target. Are holding restructure consultation with staff.
- Capped expenditure taking effect, meaning a minimum wait time of 8 weeks for a first appointment.
- Decision has been taken to suspend IVF services

VM reported HW had sent a response saying we believe the IVF decision is wrong. HL asked if there was any news on whether hearing aid services would be cut. JC said nothing was happening regarding this at the moment.

### 11:25 CPFT Update (Neil Winstone)

- Tracy Dowling has been confirmed as the new chief executive.
- Trust is working on a suicide reduction strategy and would like to work with various stakeholder groups on this.

- The Trust is going smoke free on 1 October.

11:50 AOB

HL informed the meeting that a summary of the Cambs and Peterborough AIS reports was being prepared, and that launch events would be held in Cambs and Peterborough.

## Actions

### This meeting

Action	Lead	Timescale
Come up with new format, terms of reference etc for community meetings	Nik Patten	Completed.
Find out what information is being given out to stroke patients leaving hospital.	Ivan Graham	Next community meeting.

### Previous meetings

Action	Lead	Timescale
Raise concern about lack of clear definition for PPG function with Peterborough patient forum.	Formerly Angela Burrows, now Sandie Smith	New direction for this action. PPG toolkit developed for Healthwatch Cambridgeshire and Peterborough. Dissemination ongoing.
Establish what cover is available for people needing social care out of hours	Sandie Smith	Sandie is liaising with JET with suggestions for improving their services and involving patients better.
Find out more about concerns with district nurses not visiting people.	Nicky Hampshire	Resolved - Nicky has spoken to affected people and believes they are no longer affected.
Chase up alternative minuting options	Samuel Lawrence	Chased up - SL to continue taking notes at Community meetings but use new flexibility to move dates around so meetings not always on Tuesday.
Write letter to commissioners investigating where people can go for eye services and share with Margaret Robinson before sending.	Heather Lord	Letter has been drafted and shared with MR, however edits to scope suggested at future

		community meeting mean extra redraft is needed.
Chase up on and engage with contacts from Asian community which Suzie Henson-Amphlett and Angela Burrows made at recent engagement event.	Heather Lord	Completed by 19/9/17
Ask at NWAFT Board meeting whether there is an AIS strategy in place.	Gordon Smith	Next NWAFT board meeting.
Send HL report on call bells.	Nicky Hampshaw	ASAP
Forward vote of thanks to Angela after community meeting.	Samuel Lawrence	Completed 15/9/17

DRAFT