

Healthwatch Cambridgehire and Peterborough

Minutes 18 August Closed Meeting in Peterborough

HWC&P Directors: Gordon Smith, Nicky Hampshaw, Susan Mahmoud, Margaret Robinson

Advisory Committee:, Geoff Bovan, Rosemary Dickens, Dennis Pinshon, Suzie Henson-Amphlett, Jean Hobbs, Gordon Lacey, Annette Beeton, Ian Arnott

Staff: Sandie Smith, Heather Lord, Samuel Lawrence

Apologies: Jo Woodhams, Nik Patten

10:00 Welcome and Introduction/Apologies (Chair)

Meeting chaired by **GS**.

10:10 Minutes 18 July Community meeting (Chair)

SHA emailed **SL** and **HL** with info on 'Let's Talk' local mental health services. **SL** agreed to send round after meeting.

GL asked that as restructuring work goes on it be made clear who is going to set priorities and what role each director will have going forward.

SL agreed to chase up **HWC&P** board on other options for minuting community meetings.

NH stated that issues she had previously raised about district nurses not visiting people they were supposed to be caring for had been resolved.

Two outstanding actions assigned to Angela Burrows - Angela was going to raise with **PPGs** about the issue of lack of clarity as to what the duties of a **PPG** entailed, and was going to chase up what out of hours social care was available for people who needed it and whether it was adequate. **SS** agreed to take these on.

10:20 Merger and Staffing update (Chair and Sandie Smith)

GS stated that Sandie Smith had been appointed as the new CEO of Healthwatch Cambs and Pboro. Stated selection process had been fair with two reps from Peterborough board, two reps from Cambridgehire board and 1 external representative. The new structure will be the responsibility of the new CEO.

SS introduced herself to the meeting. Thanked Angela for hard work at **HWP**. Recognised that capacity had fallen in Peterborough by 50% and that some dip in engagement work would occur. Stated was determined to build a Healthwatch which included the best of both halves of the organisation. Informed meeting that staffing reviews would be taking place and staff would be working to combine their processes in various areas.

SM stated that having been through two mergers, there are always differences to be overcome but things will settle. However, stated that volunteers living in Peterborough won't come to Cambs and vice versa, and volunteers are unlikely to attend evening meetings. **MR** responded that Val Moore had stated that there would be no demand for volunteers to travel far and wide. **DP** stated that if this is the case then it needs to be reflected in the terms of reference.

IA asked whether more staff will be based in Peterborough going forward to counteract loss of operational capacity in Peterborough. **SS** stated staff resources will be split across both locations.

Concerns raised about need for better engagement with various ethnic minority groups inc. Asian and Eastern European communities. General agreement that better engagement with these groups was needed, and that this needed to be resourced and included as part of staff workplans. **SHA** stated that she and Angeal Burrows had recently attended an event where she had made contacts with members of the Asian community, but that these contacts would need chasing up on if they were going to be useful. Action for **HL** - chase up on these contacts (**HL** and **SHA** liaised regarding this after meeting).

SS outlined Healthwatch plan to comment on IVF consultation. General agreement that plans to withdraw IVF would be harmful.

11:00 Break

(**SS** departed during break)

11:10 Reports

GL delivered update from Patient Reference Group. Stated that CCG plans to move towards a more unified approach, stop culture of NHS paying other parts of it for pieces of work. General agreement that this is a step in the right direction. Action for HWC&P was to continue to look at outcome of IVF consultation.

GS delivered update from Patient Experience Group. Patient Experience Groups in Pboro and Huntingdon will merge. Issue of people not answering call bells at hospital raised as well. **NH** said there had been a report on call bell use from NWAFT board, **HL** asked **NH** to send this to her. **RD** stated that she has done surveys at the hospital at which 98% of patients reported no problems with the bell system.

Discussion of cardiology services at Papworth followed. General agreement that we need to keep an eye on which cardiology services are going to be carried out where.

Discussion of eye services. **GB** reported that eye services are mostly be delivered in Wisbech, in a location difficult to access by public transport - making it very difficult for people with sight problems to get to the services they need. Agreement that **HL** should write a message to forward to commissioners investigating where people can go for eye services and share with Margaret.

11:20 Enter and view update (Heather Lord)

HL informed the meeting that **SS** wanted Peterborough branch to suspend our enter and view activity for the time being while we made a plan for across Cambridgeshire and Peterborough.

Our AIS reports for Peterborough was completed, but isn't being published until the Cambridgeshire report is concluded. **SS** will be taking full report to Jo Bennis. **GL** asked if Heather could attend this meeting given how instrumental she had been in putting together the report. **MR** said that she would discuss this with Heather after the meeting. **GS** stated he would ask at the next NWAFT board meeting whether there is an AIS strategy in place and feed it back to heather.

11:30 AOB

GL wished to record a personal thank you to Angela. He explained that Angela had helped to establish what a Healthwatch should do and be in its early days when there was little guidance from the centre, building Healthwatch Peterborough up into what it is today. She has shown exceptional dedication throughout her tenure, and had raised the profile of Healthwatch Peterborough many times and used that profile to improve services delivered locally. Her efforts will be missed by all present.

All present voted to endorse Gordon's thanks, and **SL** agreed to pass these on to Angela when the minutes were written up.

Actions

This meeting

Action	Lead	Timescale
Chase up alternative minuting options	Samuel Lawrence	Chased up - SL to continue taking notes at Community meetings but move dates around.

Forward Suzie Henson-Amphlett's info on mental health services in Cambridgeshire and Peterborough	Samuel Lawrence	Completed
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

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	Ongoing - through liaison at future partnership board meetings.
Find out more about concerns with district nurses not visiting people.	Nicky Hampshaw	Resolved - Nicky has spoken to affected people and believes they are no longer affected.