

Healthwatch Peterborough

DRAFT Minutes 21 February Community Meeting in Public

Attendees:

Directors: Gordon Smith (vice chair, acting chair), Nicky Hampshaw, Margaret Robinson, Susan Mahmoud, Nik Patten

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

Staff: Heather Lord, Samuel Lawrence

Other attendees: Sue Last (C & P CCG), Ivan Graham (PSHFT), Neil Winstone (CPFT) Gemma Wood, Debbie Ross (Cross Keys) Peter Skivington (Deafblind UK)

Members of the public also in attendance (contributions noted as **PA** for Public Attendee)

Apologies: David Whiles (D) Suzie Henson-Amphlett, Ian Arnott, Geoff Bovan, Jo Woodhams (AC) Angela Burrows (S) Jane Coulson (C&P CCG)

10:00 Welcome - Gordon Smith acting Chair)

Minutes of 18 January

IG wished minutes to be amended to note that he gave his apologies to the January community meeting.

Actions from minutes

SLawr delivered update on actions.

NW stated he would chase up on sharing CPFT's engagement strategy.

SM said she had been informed hospital's ENT department was in special measures, asked if this was true. **IG** and **SLast** stated they would investigate this.

10:10 Directors' Update:

Joint Working with HWC - Nik Patten

Merger is going well. A shadow board comprising directors of both HW Peterborough and HW Cambs has been set up. Both HWs receiving consultancy support from Taproot. It has been agreed that a combined Healthwatch would be a sensible idea. The combined organization will be called Healthwatch Cambridgeshire and Peterborough and will be run through HW Cambs' CIC, which will retain HW Peterborough's directors. New articles of association have been drafted and stand to be approved by the new shadow board.

NP wrote to Citizens Advice Peterborough on 20 Feb, asking for a 3 month extension of hosting from April to June. **ABu** is looking into longer term locations. HW Peterborough and HW Cambs are working with the council through the democratic process, which may cause a delay of 6 weeks in the merger going forward.

Directors recognise volunteers are key to both HWs work. A meeting to discuss volunteers' wishes for the future will be organized.

MR added names and faces will remain the same for people interacting with HW Peterborough. This is a merger of equals.

GL stated it is important that it be recognised that there is a difference in culture between HW Peterborough and HW Cambs.

GS stated the principle of the discussions is to co-operate.

MR stated that when discussions on the merger take place disagreements occur, but the divide is not always between people from HW Peterborough and HW Cambs - sometimes you have members of both HWs arguing each side of an issue.

PA said there are concerns among Peterborough residents that merger will be a takeover. If word partnership is used instead of merger, this could help to alleviate these worries.

General agreement that this idea can be considered.

PA stated that there is public concern about losing local presence.

GS stated maintaining local presence a declared intent of both organizations in the merger process.

ABe HW Peterborough has been an organization of strength and value, it is important that we do not lose that.

GS agreed, said aim of merger is to maintain and build on what is best about both organizations.

Health and Wellbeing Board Update (Update due February (from January mtg) Verbal

No update as **DW** not in attendance - postponed till March.

PCC Scrutiny Committee for Health (update due February (from January mtg) verbal

No update as **DW** not in attendance - postponed till March.

10:30 Chief Operating Officer's (COO) update

ABu not in attendance due to Annual leave. However she left behind written update delivered by **HL**.

Cardiology

Request to obtain patient feedback about the change of location of services for cardiology (Papworth Hospital moving to Cambridge).

NP and **GS** attending meeting at PCH. **ABu** drafted survey (attached). **NP** agreed to review data and produce report. Will share report once completed.

Cancer Wellbeing Centre

Site visit report (attached). Awaiting costs of pager system for HWP to review and make a decision on. This will be a one-off cost, not ongoing (i.e. replacements etc will be up to Trust).

GPs in Training Presentation

AB was funded to provide approx. 20 GPs in training with a general overview about HW and some info on HWP.

PS raised concern about long waiting times when ringing up his GP surgery (Lincoln Road) with no indication of how long he will be waiting. Pointed out if people can't go online ringing up is their only way to contact the surgery. **HL** offered to speak to **PS** about this

after meeting. NH has similar problem with Boroughbury surgery and other attendees said long call times had been a problem for them. Agreed that this seems to be a general problem, HW staff need to look into it.

Meeting overseas nurses Lead

Provisional meeting with lead at PCH, and introduced to a few in training. Figures of actual recruitment pending but around 90 from India, lots of support put in place to retain staff, including one-to-ones with clinical psychologist for mental health and wellbeing. To follow up with presentation to group/further engagement.

ABe said she had encountered a problem with care home nurses not being able to speak English. HL offered to discuss this with her after the meeting.

Numerous questions were asked about where PSHFT recruited its nurses, what training they were given etc. General agreement that it would be productive for IG to give a presentation on nursing at a future community meeting.

Meeting with CEO of Greater Peterborough Network (GPN)

(Greater Peterborough Network was set up in 2015 by local GPs to deliver high quality patient care in the community). Looking at ways to ensure service user involvement in any discussions around developments and re-structure of primary care in Peterborough.

Peterborough Maternity Services Liaison Committee (MSLC)

Meeting with lead. HWP agreed to fund volunteers attending initial meeting in March to see how closer working on engagement and services user involvement is being delivered locally, specifically with STP workstreams on maternity and women’s health.

Prisoner Project

Arranging the DF training before end April. Still trying to work with Alzheimer’s Society to agree system to train our wellbeing reps to be champions (not being done).

RD added that prison officers are very keen that this training should be delivered. HL added she would be delivering training.

10:35 summary updates Reports Advisory Committee/Directors		
Date	Committee/meeting	Reporter
3 Feb 2017	Patient Reference Group	Gordon L
2 Feb 2017	Pboro MH Stakeholder Group	Ian A

Patient Reference Group meeting

GL wanted to flag up that steps need to be taken to ensure GPs follow uniform best practice. Also wished to flag up that some Huntingdon residents viewed Hinchingsbrooke-PSHFT merger negatively. IG stated they were aware that this was an issue but that the consultation process over it had been very open.

GL stated some people attending PRG meeting had been having trouble with GPs making a meeting room available for PPGs. Asked if anyone here had encountered similar issues. Several PPG members were present at meeting but none said it had been an issue.

GL asked if HW wanted to take SLast up on her offer of providing public health speakers to HW community meetings. General agreement this would be welcome, SLast and SLawr to liaise over this.

HL asked for clarification of line in report 'Equality and diversity work at Peterborough allegedly looks like it only looks at NHS staff' GL explained that while NHS is looking at equality and diversity among its staff it is not clear if anyone is looking at equality and diversity in care home staff.

Pboro MH Stakeholder Group

IA's report taken as read, listed two actions for Healthwatch Peterborough.

1. Is HW Peterborough content that I (IA) continue to attend on its behalf?

All were happy with this.

2. Does HW Peterborough have any views on the prevention agenda for the next meeting?

HL suggested that anyone with any views on this send them to ABu and copy IA in.

10:45 BREAK

11:00 Guest Speaker; Cross Keys Homes: Gemma Wood and Debbie Ross

GW and DR delivered presentation outlining work of Cross Keys Homes' specialist prevention service, which works with tenants to resolve issues including poor living conditions, anti-social behaviour, abuse and debt.

After presentation PA asked if Cross Keys worked with other housing associations. DR and GW responded not usually, service works with Cross Keys tenants. Might work with other agencies in cases involving anti-social behaviour

PA stated wish to see Cross Keys doing more work around disability accessible homes. Stated Peterborough has failed its disabled population by not providing these. GW stated that Cross Keys does work with adapting houses, but when it comes to building new disability accessible homes there is a gap. NH and HL seconded concern about disability accessible housing. HL stated she had heard at disability partnership that council currently has no plans to build more disability accessible housing. GW and DR said they would feed back this concern.

NW asked how long improvements made by the service are being maintained.

DR stated it has been difficult to gather that information as the service has only been running for eighteen months, but now it is becoming possible to start drawing in that data. GW added they do not get many cases of the same people being referred again.

MR asked how big the team was. DR said the team employed 7 full time equivalents.

PA expressed concern about service not accepting self-referrals.

DR stated people can contact their local neighbourhood management team, then if they meet criteria they will be referred to the Specialist Intervention team.

GL asked whether team would help educate people about nutrition. **DR** responded that the team teaches people to shop for food healthily as part of budgeting work. They also teach people to cook and give out food vouchers.

HL asked if Cross Keys work with Citizens Advice. **GW** yes, have that relationship but the main charity they deal with for debt is StepChange.

11:30 C&P CCG - Update (Sue Last)

SLast - Money is still a challenge, as are winter pressures. CCG continues to put out messages encouraging people to use alternative services but people continue to use A&E with inappropriate ailments. At next governing body meeting CCG will be looking at ceasing IVF funding, if they are given the go ahead ceasing funding will go out to consultation. **SLast** reiterated offer to find public health speakers for Healthwatch and PPG meetings.

NP stated he had heard that urgent care services had been set up in Boroughbury, and that ED nurses are triaging patients who show up at ED but could be seen elsewhere to Boroughbury, wished to ask if this is happening, and if so are people being assisted to get to Boroughbury? **SLast** said she hadn't heard about this but will look into it.

ABe asked whether Lakeside is looking to take over Peterborough GP practices, and if so how this is progressing. **SLast** said she didn't know but would look into it.

PA asked if there were pathways by which people with UTI's could access the hospital without sitting in ED. **IG** responded where possible patients are directed by ambulatory care to an appropriate specialist service without having to wait in ED. **PA** pleased with this response.

11:35 CPFT - Update - Neil Winstone

NW 7 beds have been temporarily closed in the Cavell centre to manage staff shortages. There still appears to be capacity at the centre but the situation is being closely monitored. Mental health first response service has received its 5000th referral.

Aidan Thomas is resigning as CPFT CEO. Trust will be holding engagement meetings for trust members in Peterborough. **NW** wished to know if HW Peterborough can promote these - general agreement that HW Peterborough will be happy to do so.

PA asked if a Sanctuary was open in Peterborough. **NW** confirmed that it was. **PA** asked if funding would continue, **NW** stated that would be decided as part of STP.

HL asked if funding would continue for mental health first response service, what the timescale was for a decision on that. **NW** said he would investigate.

11:40 PSHFT - Update (Will be North West Anglia NHS Foundation Trust from April)

IG stated had response to question asked earlier by **SM** - ENT dept is not in special measures.

Consultation regarding merger is ongoing. Intention is to have structures for merged organization worked out by mid-March, apart from directorial structures which will take longer. ED performance is improving slowly but there are still very difficult days.

Wished to pass on thanks in advance to HW Peterborough from Jo Bennis for the contributions we will be making to quality accounts. PLACE audits will take place at Stamford on 8 March and PCH on 15 March - help of HW Peterborough would be very much appreciated. HL informed IG that she has notified HWP staff and volunteers about the audits.

11:50 Qs/Feedback from public attendees/AOB

PA wished to highlight merger engagement meeting taking place in PCH at Dennis Bracey Suite on Thursday 16 March at 6.30pm.

Action	Lead	Timescale
Chase up on patient engagement strategy and update HWP on it.	Neil Winstone	Apr community meeting
Add CPFT patient engagement strategy to agenda for next meeting	Samuel Lawrence	Apr community meeting
Update meeting on GP training work.	Angela Burrows	Apr community meeting
Organize meeting for volunteers to discuss their views on future of HW Peterborough and HW Cambs.	Nik Patten and Heather Lord	As merger talks progress.
Discuss Peter's issue with long call times.	Heather Lord and Peter Skivington	After meeting
Look into general issue regarding long waiting times when calling GPs.	HW Staff	Ongoing
Give nursing update including info on training, recruitment etc.	IG	To be agreed between IG and HW Staff
Arrange for public health speakers to address HW community meetings	Sue Last and HW Staff	For agendas for future meetings.
Find out if patients are being triaged away from A&E, and if so how their transport is being supported.	Sue Last	Apr community meeting
Find out timescale on funding for CPFT first response service.	Neil Winstone	Apr community meeting.
Send update on flu packs to Angela Burrows.	Jane Coulson	AB chased - Jane is chasing
Provide update regarding Concordia accepting ENT referrals (requested by Ian Arnott)	Jane Coulson	AB Chased- Jane is chasing