

Minutes

Held on: Thursday 23rd January 2014

At: Ken Stimpson Community School

Time: 10:00 12:00

Attendees and apologies:

Directors: David Whiles (Chair);

Gordon Lacey (Vice-Chair); Gill Metcalfe; Mary Bryce;

Apologies: Louise Ravenscroft;

Management Group: Margaret Robinson; Anne Lockwood-Hall; Dennis Pinshon; Nicky Hampshaw; Rosemary Dickens; Susan Mahmoud; Jean Hobbs;

Apologies: Barbara Cork; Ian Arnott; Gill Bachelor;

CAB HWP: Jennifer Hodges, Signposting and Information Officer

Apologies: Angela Burrows, Chief Operating Officer (joined final part of meeting/ at Hydropool Steering Group mtg)

CCG: Jane Coulson, Engagement Manager Cambridgeshire and Peterborough CCG
Jo Fallon,

PSHFT: Cathy Thornhill, PALs coordinator

Apologies: Chris Wilkinson, Director of Care Quality and Chief Nurse

POhWER: Kathryn Donovan

Cambridgeshire Community Services: Chris Hampson, Patient Experience & Engagement Co-ordinator

Other Attendees:

Amy Kennedy, Home Instead

Maria Gilbert, Integrative & CBT Counsellor

1. Welcome
 - I. David welcomed everyone to the meeting
 - II. There were no declarations of interest
 - III. Apologies were noted
2. Previous Minutes
 - I. Minutes ratified from 11 December 2013
3. Feedback from Management Group Workshop day
Very positive feedback given from the Management group rep about the day and that it was overall felt that relationships between the management group, directors and staff were outlined. Gave a good opportunity to have a better understanding of the several projects currently being run.

4. Action Plans – Activity Updates

I. British Heart Foundation

HWP are facilitating a free Heartstart training sessions for people of a South Asian and Caribbean heritage. This has been confirmed for Tues 4th Feb at Milfield Medical Centre. Posters have been distributed to Mosques, community centres and shops within the Asian and Caribbean communities. The training will be given by trained BHF volunteers and covers how to spot signs of heart attacks, the recovery position and how to prevent heart diseases as well as many other skills.

II. British Red Cross – Support at Home

This service helps people that are not identified as high risk (elder, learning disability, etc.) and therefore are not receiving support at home. They provide rapid response to situations such as house fires to support individuals and families return to normality and stay on their feet during a crisis.

III. Health to Home

A new service being run by Streets to ensure that anyone identified as homeless is provide some sort of short term accommodation solution following discharge from the hospital. There are currently three dedicated nurses working a rolling shift to cover the hospital and A&E providing the service 24/7. It is important that we work with hospital staff to raise their awareness and ensure that they can identify these people. It must also be understood that “homeless” also includes people whose homes are now unsuitable for them.

I. Cancer Services Review Group - Cancer Services survey

Main concerns with the Robert Horrell Centre as it is predominantly offering clinical services, there are numerous gaps in their timetable, low public and hospital staff awareness resulting in very few referrals from hospital staff. Our survey is now ready to go out and has already received attention at events and visits that we have been on. This survey will shortly be on the website following a Survey Monkey upgrade. It was acknowledged by the group that the centre had so much potential which has unfortunately not come to fruition. Personal experiences were shared highlighting that cancer patients attending PCH were never told about the service.

II. Patient Assessor Group (15 Step; PLACE; E&V)

A Director stated that the hospital gave excellent feedback about the 15 Steps Challenge, the day was very well organised, gathered some great feedback and was not disruptive to staff. Two E&Vs have now been carried out at PCH looking at areas previously raised as issues and in order to provide information to the CQC prior to their upcoming inspections of the hospital in March. Thank you given to the volunteers that carried these out with the staff. One more E&V will be conducted at PCH before beginning phase two and entering care homes in Peterborough.

III. Complaints Handling - Complaints Handling survey

The complaints handling survey has now been printed and will be provide to the hospital for them to send out with the FINAL complaints response. There was some confusion about when the hospital is expected to send out the survey and the method of analysis. ACTION1: Angela will email the hospital to clarify this.

08451 20 20 64 16-17 St. Marks Street, Peterborough PE1 2TU

IV. Mental Health

Thanks to Gill for developing a draft Mental Health Strategy. The MH Group have identified a number of key concerns for Peterborough including; isolated groups, crisis services, services for under 18's. One way we are working with isolated groups is through the Dementia Friends initiative, we have contacted Peterborough's surrounding villages in order to deliver the free session to residents and workers of the villages. A national initiative by The Centre of Mental Health encouraging local councillors to be Mental Health Champions has also been identified. As Peterborough does not yet have a Champion we will be contacting Councillors to raise awareness and ensure that Peterborough is represented.

V. SEND Reforms

We had a fantastic turn out at the SEND reforms event HWP facilitated, 120 parts turned up.

VI. Prisoner Project

Regret to announce a short delay in delivering the Prisoner Wellbeing Rep training due to staff training days in the prison and trying to fill up the final rep places. The pack is however completed and will be advertised as a pilot project in the hope that Family Voice will be able to advertise the pack to other HW's, prisons, etc following the completion of our training. The training will now commence on the 4th Feb and R.D (Management Group lead) will be joining the training sessions as of the 11th Feb.

VII. PPG engagement

Ongoing engagement with PPGs. Aware of an issue that has been raised from several PPGs that the practice managers are not listening to recommendations they give or any feedback.

VIII. **Communications:** Website updates; Twitter (414) ; Health Aware (55); Enews (342) now advertising jobs vacancies and volunteering opportunities; events (Sporting Saturday, KIDs listening event). Issue of Facebook page not coming up in search box.
ACTION2: Create new HWP Facebook page

5. **Guest Speaker: POhWER – Kathryn Donovan**

POhWER provides range of advocacy services following the Health and Social Care act that entitles everyone to advocacy provision when making a complaint regarding the NHS. The amount of help given depends of client needs and can include help with writing complaint letters, interpreting the response or attending meetings with the client. POhWER works with the client and service provider for collaborative work and to encourage a solution as early as possible. It is important for them to; manage expectation, understand the complaint and explain the complaints procedure to client concisely. Question asked about funding for the organisation. It was clarified that the finding comes from the LA. Issue raised and agreed by whole group that too many people are not aware of such services and are therefore at a disadvantage as well as POhWER's work helping NHS services be able to understand the complaint, questions the complainant wants answering and how to resolve the issues. The issue of the vast amount of routes that one person may have to pursue due to the kind of services they use overcomplicates complaints procedure; these routes are also broken up in to different departments that are not working together. ACTION 3: HWP to continue signposting to and raising awareness of POhWER, also to add their information on to HWP website.

6. PSHFT update – Cathy Thornhill

There have been improvements on performance from previous week, however it is a day to day issue with bed shortages and the fluctuation is unpredictable. Plans going forward to provide a bedside booklet/magazine for patients with information about PALs, the hospital radio station, ward visiting times, etc. Patients can take this home. Questions raised about these being printed in other language. This is not yet the case as the past has shown that when these are printed in bulk hundreds go to waste. They may keep a small stock of Peterborough's top 5 languages. Also informed that there will soon be male and female cardboard cut outs to promote the friends and family test.

7. CCG Update – Jane Coulson

The event held in Godmanchester to consult on the Older People's Programme is also going to be held in Peterborough following requests that one be held locally. Also welcoming feedback from anyone who attended the event in Godmanchester to ensure the Peterborough event has better outcomes. Request to share information about the event and inform anyone interested to contact Jane. Importance of including families and carers in these events highlighted.

8. Next meeting

- I. Community Meeting, 19th February 12:00-2:30 (refreshments served) at Castor Village Hall, Castor, Peterborough, Cambridgeshire, PE5 7AX

	Action	
1	Angela to email PCH and confirm when complaints handling survey is expected to be handed out.	Completed
2	To set up new HWP Facebook page	Completed
3	HWP to continue signposting to and raising awareness of POhWER, also to add their information on to HWP website.	Pending

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Acronyms

MIIU Minor Injuries and Illness Unit

LHW Local Healthwatch

HWP Healthwatch Peterborough

HWE Healthwatch England

CCG Clinical Commissioning Group

LCG Local Commissioning Group

OPPB Older Peoples Programme Board

PCC Peterborough City Council

CQC Care Quality Commission

PCH Peterborough City Hospital

LCP Liverpool Care Pathway