

Healthwatch Peterborough Public Community Meeting

Minutes

Held on: Monday 21 May 2013

At: City College Peterborough, John Mansfield Centre, Dogsthorpe, PE1 4HX

Time: 12:00-2:30pm

Attendees and apologies:

Directors: Gordon Lacey (vice chair) acting Chair, Mary Bryce (pre-notified late arrival)

Apologies: David Whiles (work) Gill Metcalfe (holiday) Louise Ravenscroft PTTLS course (parent participation)

Management Group: Margaret Robinson; Gill Bachelor; Geoffrey Bovan; Rosemary Dickens; Barbara Cork; Nicky Hampshaw; Jean Hobbs; Dennis Pinshon;

Apologies: Annette Beeton; Yvonne Saint-John; Ian Arnott;

CAB HWP: Angela Burrows (Chief Operating Officer) Sanam Rashid (Development Officer)

C&P CCG Jane Coulson Cambridgeshire & Peterborough Clinical Commissioning Group (CCG) Engagement Manager

HWP member: Amy Kennedy

Public attendance

1. Welcome

- Gordon welcomed all to the meeting
- There were no **declarations of interest**
- Apologies were noted

2. Previous minutes

- a. Minutes ratified from 22 April 2013.

3. New staff

- a. Sanam Rashid was introduced as the new Development Officer. Sanam has a degree in criminology and a-levels in health and social care. She has carried out a number of community engagement activities. Sanam can speak four languages.
- b. Gill Jones will start on 4th June as the Signposting and Information Officer. Gill worked as an area Service manager for POWHER (ICAS) for five years.

POST MEETING UPDATE; Gill has accepted alternative employment. Reviewing position and post will be readvertised.

4. Management Group

- a. Terms of Reference
 - i. Number of amendments suggests, those that could be made were done and all agreed.
 - ii. Suggested to stagger term on Management Group – agreed. To be covered in June meeting.
 - iii. Suggested Lead member – to liaise with Directors/point of contact – all agreed to anonymous vote for those wishing to take on role.
 - iv. Another member was suggested for “housekeeping” duties etc Angela suggested this could cause confusion as to who Mge gp members go to, also, may cause communication problems. Suggested that all support for mge gp would be from CAB staff.
- b. Lead member –liaise with Directors/point of contact

5. Healthwatch Peterborough update

- a. Website/social media

- i. We now have a twitter account; *HWPeterborough* – Sanam will update, regularly tweet and follow specific twitter accounts.
 - ii. Facebook is set up – ‘*Healthwatch Peterborough*’ minor changes needed to be fully functioning ‘Page’
 - iii. Website has: Location and Children’s Services tool (provided by PCC Children’s Service). Eligibility tool pending. Also direct link to reviews of all local services (through CQC website) and local providers (through NHS Direct website). Info on CPT on PSHFT (link to PSHFT website too).
 - iv. Website has direct links with CQC and NHS Direct (to search provider for information.
- b. Training – E&V confirmation pending. Event on 2nd July. Need to confirm if training can be provided following this. **Angela to Action.**
- c. Focus groups
- i. Cancer services – For input on the provision of support, information and activities for those with cancer and/or caring for someone with cancer
Group will look at regional centres and share best practise.
Group will work with PSHFT/Robert Horrell Macmillan Centre to review services provided there.
Need statement of purpose, confirmation of facilities/timetable/management and funding for RHMC.
Dennis has suggested he will contact someone who was very active at RHMC – and remains active for fundraising etc with cancer charities including Macmillan to see if she is interested in being part of group. **Angela to action.**
 - ii. Patient assessor – following a lack of patient assessors for PSHFT PLACE audit – HWP will recruit, initially through PPGs and at events, to have a bank of volunteers willing to carry

out these vital patient-led assessments of Trusts. Margaret suggested contacting Karen Oldale (who provided comprehensive feedback about the process) to provide a talk on the assessments etc. **Angela to action.** Further, the focus group members may wish to complete the Enter and View training to support HWP carry out these activities too.

- iii. Recommendations review – each meeting report has a ‘recommendations’ option. These will be sent to **Margaret and Rosemary** to review and raise at the monthly meeting. Also to have a standing agenda item to highlight areas. This will make sure that recommendation by members is not missed and/or opportunities to join-up members feedback and recommendations. Mge Gp agreed to review recommendations going back 6 months. **Angela to action.**
- iv. Local services – this group will be asked to carry out a project on any local service that has ceased to be commissioned, has a gap or has never been delivered locally and demand is suggested high enough to warrant a review.

6. Reports from internal/external groups

- a. GM/BC PLACE at Stamford Hospital
- b. GL – presented at meeting. Distributed in June papers
- c. GL – Minor Injuries and Illness Unit (MIIU) – date for starting delayed due to computer systems (staff info needs migrating/needs to be compatible with hospital’s. Also issue on availability of a screen for x-rays. Staff training also pending. Full report to be distributed with June papers
- d. Jane reinforced the use of A&E for none urgent matters are causing additional strain on a stretched service. She suggested support to communicate the right service for patients to access.

7. Cambridgeshire and Peterborough Clinical Commissioning Group update

Jane Coulson: Confirmed info re: MIIU as above in Gordon's report. Lincolnshire Community Service has been commissioned to run MIIU. Working to transfer one system to another (also TUPE issues apply). Also that CCG reviewing how the information is going to be shared when commenced. To avoid confusion of a staggered start – to wait until all systems are fully functioning and then carry out full launch.

Geoff: will there be a pharmacy?

Jane: No, prescriptions and information on out-of-hours pharmacies will be given. There will be some medication available as interim provision – until full prescription can be obtained and/or as temporary pain relief.

Angela: There is actually a pharmacy on site – why can't this be part of the service for patients?

Jane: this has a different provider- not part of MIIU. Pharmacists have been part of the committee.

Angela: The provider may be happy to provide a service – may make business sense.

Gordon: We will make sure that it is included in any future discussions – options for this service to be coordinated with the MIIU to be considered.

Jane: Older People Programme Board (OPPB): There is a gateway organised by DoH to review range of areas and provisions.

Gordon: confirmed he is to take part in this on Wednesday 22nd May.

Jane: Looking at maximising engagement with as many local people/organisations relevant to OPPB. Requested contacts be sent to Jane or Angela. Angela suggested group – to send Jane info. **Angela to action.**

End of Life and Coronary Heart Disease (CHD) Boards active.

8. AOB

- a. Request for report forms, BACS and expenses forms. **Angela to action.**
- b. Nicky; 63 Lincoln Road/North Street – designs for new build is available to see at the surgeries. Raised concerns over lack of disabled parking, toilet set-up wrong for those with disability. To be addressed. However, has got positive patient approval. Very happy with look of design etc.
- c. Margaret: pointed out clash of meetings with HWP meetings. Angela suggested that members provide the meeting dates (provided until march 2014) to the groups they sit on so as to try to avoid such clashes. If meeting clashes and member attends – there would be no consequences in regards to ToR of Mge Gp member.

9. Next meeting

Monday 24th June – John Mansfield Centre. 10:30-12:30.