

Minutes - Huntingdonshire Patient Forum

Date: Tuesday January 7th
Time: 14.00 -16.00
Venue: Huntingdon Library Huntingdon

Present:

Rob Gardiner -Chair	David Bowers
Caroline Tyrrell-Jones - Healthwatch	Frances Dewhurst
Richard Dilley	Stan Fairclough
Angela Owen-Smith	Sara Coote
Philip Sly	Robert Cossey-Mowle
Jean Matheson	John George
Annie Sly	Jacqueline Douglas
Susan Edmunds	Tony Clark
Debbie Drew Healthwatch- minutes	

Apologies

Carole Broom	Parvin Wynn
Carole MacBrayne	Sandy Ferrelly
Nichola Donald	

1. Welcome and introductions

Rob Gardiner had agreed at previous meeting to chair this one after Roy's resignation. It was suggested that it would be nice to write to Roy from the whole group to thank him for his input in the forum over the years. All agreed.
ACTION Caroline to write on behalf of the group.

2. Minutes of last meeting and matters arising

The minutes of the previous meeting were approved.

There are still some questions around eye appointments. People waiting a long time between appointments.

CTJ said this had been raised at the Peterborough Forum too and we had been told that a helpline was being set up. The RNIB have also been advertising for an Eye Clinic Liaison Officer for Peterborough (Hinchingsbrooke already have one).

The Big Conversation engagement project was now finished. There had been more than 4500 responses. Healthwatch will share the report once it has been released.

SE reported that she had seen someone privately but the treatment she was needing will be done on NHS.

Letters and appointments coming from NWAFT are still causing problems. Appointment letters arriving after the appointment date, appointments being cancelled and having to be remade via GP etc.

3. Role and Function

Caroline had distributed the Role and Function document for the group. She had previously met with Sandie Smith, Sandy Ferrelly and Roy to discuss how the forums function. Wanting to make sure feedback is captured and actions are followed through. All of the Health and Care Forums are now running in a similar manner and there is a new one starting for Greater Cambridge in February. Caroline explained that although a change of day for the meeting had been considered this had not been possible but asked people if they were happy with the meeting being in the afternoon. Many did not express a particular interest but those that did said they were happy with the afternoon session. The roles of Chair and Vice Chair were discussed. Rob agreed to chair for the next meeting. Caroline will email all to see if anyone would be interested in taking up the role.

ACTION Caroline to email group

The Role and Function document was then approved by all present.

4. Healthwatch Cambridgeshire and Peterborough draft Strategy for 2020-2025

Copies of the strategy were handed out and Caroline gave a presentation explaining the areas of priority that had been highlighted.

The priorities had been chosen by looking at the intelligence we got in when people feedback their experiences.

There is a survey to complete asking people's views on the strategy.

SE had filled hers in the previous day but did not like the way it was worded ie which is most important. She felt that asking that when all areas were important did not seem right.

ACTION feedback to communication team at Healthwatch.

5. Feedback from local PPGs and other meetings

Lakeside- St Neots PPG are now more active. They are now meeting every month and are hoping to have sub-groups when needed. They are getting some training around Dementia Friends.

QU What influence do the PPG have?

ANS we complained about the appointment system that had not been working and managed to get some changes to it.

We have also managed to get some GP involvement too.

There seemed to be a mix of types of PPG in the room with people not always sure what the PPG were achieving. Not everyone knew which surgeries had a PPG.

CTJ had looked at practice websites and most contained information about their own PPG although many practices had a virtual PPG.

Tony said that his email address could be shared with others so they could consult with him on PPGs

ACTION Debbie to circulate Tony's email address.

6. Shared Experiences

SE Having booked a private cardiology appointment I then received one through the post for Hinchingsbrooke. The consult at the appointment suggested she gets her own stethoscope to listen to her own heart. He said he would write to her GP but could not guarantee her GP would get the letter.

AS Rheumatology are sending someone from Stafford to see patients at Hinchingsbrooke. Why aren't the staff at Hinchingsbrooke being replaced. It seems an expensive way to get cover.

ACTION CTJ to ask Anette Parker from NWAFT what the plans are.

Experience- someone had a lung appointment however the appointment letter arrived the day after the appointment.

JM reported she had also had appointment letters after the appointment. Also hospitals change peoples meds then don't let GP know. The patient is then stuck in the middle.

There was a report of a vulnerable elderly gentleman being discharged at 2am in the morning and being expected to organize own transport.

AS Someone had complications after some throat surgery and had lack of feeling. They were told if there were any problems to ring hospital. When they rang, they could not find him on the system. They then got sent follow up appointments for Peterborough and Hinchingsbrooke.

6. Healthwatch Update- Caroline Tyrell-Jones

We have been looking at Public Health's Health and Wellbeing Strategy

We have Dr Miles Langdon from Lakeside will be coming to Mays meeting.

We have completed several enter and views in Peterborough area and reports have been published. One home produced an Action Plan since our recommendations.

Healthwatch's board meeting which is open for anyone to attend is on Weds 15th at the Meadows in Cambridge. Details are on website.

7. Action Log

1. Sandie Smith has asked for clarification from STP about the meetings and for them to communicate with the people that had been attending.
4. CTJ to ask Annette Parker for update re helpline.

Several actions to be added from meeting.

Rob was thanked for being chair at the meeting and has agreed to chair the following meeting in March.

Surgeries represented at the meeting

Priory Fields, The Spinney, Ramsey Health Centre, Buckden and Little Paxton, Cromwell Place, Lakeside St Neots, Kimbolton

Next meeting

3rd March 2020 Huntingdon Library 2-4pm

DRAFT