

## Minutes - Huntingdonshire Patient Forum

**Date:** Tuesday 12<sup>th</sup> January 2021

**Time:** 14.00 -16.00

**Venue:** Zoom Meeting

### Present:

Rob Gardiner -Chair

Julia Rutherford-Voiceability

Caroline Tyrrell-Jones - Healthwatch

Debbie Drew- Healthwatch

Julie McNeill- Healthwatch (JMc)

Rebwar Hussein- Healthwatch

Angela Owen-Smith

Sean Nightingale

Jean Matheson

Anna Todd

Louisa Bullivant - CPFT

Ellie Addison- Healthwatch director

Paul McCloskey

Maria Field

David Bowers

Sue Harris

Maria Garner

Richard Dilley

Susan Edmunds

Janine Newby-Robson- Healthwatch

John George

Vandana Monocha

### Apologies

Maria Finch

Claire Thompson

Ian Dabon

Surgeries- Spinney, Alconbury, Brampton, Sawtry, Somersham, Kimbolton, Priory fields, Grove medical practice.

### 1. Welcome and Introductions

Rob welcomed everyone and introductions were made. Rob explained that the meeting would be recorded for the purpose of minutes. Everyone was asked to be on mute unless they were speaking.

The speaker from BMI Can Do It campaign was unable to attend.

### 2. Minutes of last meeting and matters arising/ Action Log

The minutes of the November meeting were approved and these will be added to Healthwatch Website.

Action 22 - Caroline will Ask Jane for the documents relating to Arthur Rank

Action 23- Some information from Mc Millan was received- it was not very patient friendly, so Caroline was going to check if it was for circulation.

RG said it would be interesting to see how the group Eileen was setting up was progressing.

CTJ will ask when she emails Eileen.

Action 24- The GP website will be redistributed for those who missed out.

### **3. Reports from PPGs and other meetings, also shared experiences of using health and care services**

MG reported that after her 89yr old sister had had a fall at home and it was recommended that she should be moved into an extra care facility. The family were told that because the sister did not need 5.5 hrs support a day she was not entitled to this type of support. Her sister has heart failure and failing eyesight. She really needed support for personal care.

Some support (reablement) was offered at home, but they sent a man to come and shower her at 1.30 in the afternoon. She was uncomfortable with a man coming but more indignant that actually she was wanting to shower in the morning not midafternoon and as no one had turned up she had already had one.

After numerous phone calls and emails the family have managed to find some accommodation for her.

**ACTION** JMc to see what the criteria is for going into an extra care facility.

JG Reported that the building work at the Grove had now finished. Most DR consultations are telephone led. When he called the surgery for some advice, he received a call back the same day.

JG There have been some problems organizing routine blood tests that are ordered by the hospital. Previously he got given a form by the hospital that is taken to the GP or is done at the hospital phlebotomy. Because appointments are not being held at the hospital there was no form. He emailed the nurse at the hospital who said the drs would sort the form but then the Drs said the hospital had to do it. Neither seemed to want to take responsibility for the blood test even though results were needed to feed back for the next consultation.

JR A similar case where bloods are needed for hospital appointment- the hospital email the paperwork direct to GP and this seems to work.

SE reported she went for Covid test 2 days after Christmas but has not had a result.

MG went to a drive through at Peterborough at 2.30 and got result 12 the next day.

RG His PPG met online. Some GPs did not want to be involved with the Covid vaccine programme.

AOS reported she will be having her vaccine at the weekend.

JMc Healthwatch are starting to get calls in about vaccines. Some people are getting invites to Stevenage- if you are unable to travel that far you can wait until you get a call from your GP. No one who wants one will be left out and they are being administered in accordance with the Government guidelines.

The Covid hubs are looking at ways to transport people to Vaccines.

JM The practices have a lot to consider. They need a GP to draw up the vaccine, a nurse to check, somewhere for people to wait for 15 mins. They also have to think security and car parking management.

JR Some people are getting a text to mobile phone and to click on link- not everyone has internet.

AOS I had a message through I was not sure about, so I called GP and they sorted the appointment.

JMc If people are concerned about the messages, they receive they should contact their GP. No one will be charged for the vaccine so if it flags up a payment then you know it is a scam.

#### **4. Update from NW Anglia FT-**

Maria was unable to attend but DD read out an update that had been provided.

Covid- 19 cases are the highest they have been in hospital since the start of the pandemic.

The Trust Patient and Public Voice Partnership meeting took place in November.

Since October there have been tighter restrictions on hospital visitors.

PCH is one of 50 vaccination hubs. It is open 7 days a week and 12 hrs at a time. From 18<sup>th</sup> Jan Hinchingsbrooke will have a vaccine hub with pre bookable appointments for all staff members.

Lateral flow testing has been made available to staff and Trust volunteers if they wish.

#### **5. Update from CPFT- Louisa Bullivant Children's hospital update Anna Todd**

LB Staff have been re deployed to help with the vaccination hubs which will be open 7 days a week for 12 hrs at Addenbrookes and City Care Centre.

Lateral flow testing has been rolled out across the county.

There has been high demand for each service, and we are looking at workforce capacity.

AT We are the only area in the country without a children's hospital. The new children's hospital will be looking at the child as a whole. Physical health and Mental health will be on one site. The Government have put in 100 million and the rest has to be raised locally.

A design team has been appointed and the hospital will be built on land opposite the Rosie maternity unit.

The hospital will be for the whole of the East of England but predominantly Cambridgeshire. There will be a research institute on site looking specifically at children's diseases.

Anna said that they were looking for patient carer input at this stage and all were welcome to express and interest.

**ACTION** Anna to share details with DD for circulation.

#### **6. Update from Julie McNeill- Healthwatch**

Julie talked about what Healthwatch have been hearing recently.

- Lots of questions around vaccines. Reassuring people that they will get called. Questions about carers getting called (Priority group 6). We have a colleague going to the CCG meetings who can raise questions directly.

**ACTION** JMc to share priority list with DD for circulation.

- Still many difficulties getting dentistry across the county. There is going to be a new East of England dental strategy, hopefully this will improve things.

JG Dentist lives in Portugal. JG has been told the dentist can travel back and forth as he is exempt from quarantine how does that work?

**ACTION** JMc to find out the rules.

#### **7.Provider updates**

MG Has been part of the timebank in Somersham and The British Red Cross who have been helping deliver food parcels and PPE. They will not use her now as she is over 70.

SH AJM Healthcare have continued to work and will do home visits for assessment if the person is comfortable with it. They have not been included in the mass testing and vaccine regime.

There have been a few supply issues but nothing major and things are moving again.

PM Cambs Hearing Help had managed to get some hearing aid maintenance centres open, but they have had to close during this latest lockdown.

If the aids need repairing, then people need to contact their provider. Batteries can be obtained from Hinchingsbrooke and Peterborough hospitals or by sending a request to Cambs Hearing help with a stamped addressed envelope.

JR talked about the Speak Out Councils bit of work done around a health survey. They found that

- Some healthchecks were not taking place.
- There is a new autism service being set up with CCG
- Health and Hospital passports are not always being looked at. People should be asking for involvement with the Learning Disability nurse if they need extra support.

SE What about regular health checks are GPs willing to do these?

VM Everyone Health are doing some checks for the 40-70s.

**ACTION-** as SE brother not in local area JMc will find link to Hertfordshire Healthwatch for SE.

## **7. Any other business**

JG asked about NHS England and the plans for integrated care. It looks like it is a top down reorganize what is happening to CCG. It says there will be 42 Integrated Care systems.

CTJ It is important that primary/secondary and social care work well together. The new plans are well intentioned. We could possibly invite Sandie to the next meeting to explain a bit more.

**ACTION CTJ** to check Sandie's availability.

CTJ Healthwatch's board meeting is tomorrow evening 6-7.30 The Board papers are on our website. Anyone can join in.

**Date of Next Meeting Tuesday 2 March 2021 2-4pm**