

Minutes - Huntingdonshire Health and Care Forum

Date: Tuesday 6 July 2021

Time: 14.00 -16.00

Venue: Zoom Meeting

Present:

Rob Gardiner- Chair	Sophia Stanworth
Caroline Tyrrell- Jones - Healthwatch	Susan Edmunds
Kari Payne - Healthwatch	Gillian Langley - EEAST
Rebwar Hussein - Healthwatch	Sandy Ferrelly
Angela Owen- Smith	Chris Preston - Versus Arthritis
David Bowers - DISH	
Stan Fairclough	
Richard Dilley	
Yueh-Wen Chiu - Cambridgeshire Libraries	
Tara Mackey - Cambridgeshire County Council	
Margaret Moffat	
Maria Finch - NWAFT	

Apologies: John George, Nichola Donald, Sophia Stanworth, Parvin Wynn, Ryan Charles, Jean Mathieson, Nicola Richards, Fiona Kerr

Surgeries- Spinney, Brampton, Sawtry, Kimbolton, Priory fields, Buckden and Little Paxton, Warboys, Papworth,

1. Welcome and Introductions

Rob welcomed everyone and reminded them that the meeting would be recorded for the purpose of minutes.

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

Rob (Chair) asked all to confirm that they had received copies of the minutes for the last meeting and for any amendments. No changes requested. To cover actions towards the end of the meeting.

3. Healthwatch News - Caroline Tyrell-Jones

The Healthwatch team continue to work remotely, although Engagement Team are seeing some return to face to face events.

We are starting to plan towards resuming Enter and view activity, hoping to arrange some visits to local care homes in late autumn if restrictions allow.

We are keen to be able to engage with more young people as their views around accessing health and care services are less commonly heard. We are currently looking at opportunities to do this.

We have recently released two new reports which are available on our websites; 'Transforming Urgent and Emergency Care' and 'Keep on Moving', our report into transport for all.

Our annual report was published on 30 June and is also available on our websites

Healthwatch AGM will be 21st July. This year we are combining our AGM with a cross board event for our Partnership Boards. The event will start at 1.30pm with an opening address from the National Director of Healthwatch England and will be followed by a number of 40 minute workshops with a break in between each one, before the AGM which will take place between 6pm- 7pm

4. Discharge support and admissions prevention - Tara Mackey, Commissioner - VCS, Carers, Prevention and Early Prevention, CCC

Tara Mackey from Cambridgeshire County Council shared a presentation on the screen.

They are carrying out a review of voluntary and community service support in three key areas; hospital discharge, admission avoidance and information and advice. The aim is to move towards a more streamlined provision in future relating to hospital discharge.

A survey has been distributed to gather people's views which has now closed.

It was agreed that Tara's presentation could be shared with those present following the meeting although Tara will provide an updated version to Healthwatch to distribute.

5. Update from NW Anglia FT-Email from Maria Finch

1. The ED remains very busy with record number of attendances

Since late April 2021 we have seen a significant increase in activity in our emergency departments at both Peterborough City and Hinchingsbrooke Hospitals

- This increase is mirroring a national rise in patients attending Emergency Departments (primary care and the NHS 111 service also very busy)
- **Minimal COVID inpatients on both sites**
- Lowest patient numbers to date - the number of Covid-positive infections in the Trust are in single figures
- We are still being vigilant for cases of the variant first found in India
- It is positive news that we have few Covid patients despite the continued prevalence of infection in our local communities
- To ensure our patients and staff remain safe in our hospitals, we are keeping controls in place around mask wearing and social distancing. Our visiting restrictions have been partially lifted and we are reviewing the impact of this in the coming week. No update as of today as at 15.32pm regarding the Prime Minister national response to lift restrictions 05.07.2021.

- Our key focus is to continue our reset and recovery work for clinical services in a phased approach. We are working with GPs to manage patients' expectations around timing of appointments
 - It is hope staff are able to book leave and make the most of the summer to give them a chance to rest and boost their wellbeing
2. **New maternity website** - they have redesigned the website to make it more user friendly it now includes new features such as COVID info, Virtual tours of the unit and patient stories
 3. **New text messaging reminder service** via the Dr Doctor portal on smart devices, tablets or PC - this enables patients to view clinic information such as videos and patient leaflets. View location of the clinic including google maps and floor plans. Ability to add to personal calendar and option to opt out or have email or letter to update instead.

Celebrating our successes

1. **Volunteers Week:** Thank you to our army of volunteers who have been fantastic this year by ensuring the smooth running of vaccination clinics, delivering patient's belongings, supporting wards and helping with wayfinding to name but a few roles they have performed
2. **Patient belongings service:** This has been in place in the main hospital reception desk areas since 7 April 2020; facilitating the delivery of patient belongings to wards, supported by the porters and volunteers. More than 17,000 bags have been received to-date!
3. **Keeping patients in touch:** Mobile communication aids can also be delivered to patients, i.e. personal mobile phones and iPads, plus letters and emails via the 'Letters to Loved Ones' service. This service alone has seen over 3,000 messages delivered to patients since the start of the pandemic. Trust iPads are also available for patients to FaceTime/Skype their loved ones. More than 40 new iPads were purchased in October 2020 specifically for patients to use to communicate with their families/friends

6. Update from CPFT- Louisa Bullivant

Louisa Bullivant was unfortunately unable to attend the meeting so will provide a written update which will be distributed to all attending, following the meeting.

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

There was a discussion about the importance of all experiences people have around health and care being reported back to providers, via local Healthwatch. It was acknowledged that many people may assume that their experience is unique to them, if they have a bad experience on one occasion there is a possibility that it will be better next time.

It was discussed that reporting experiences is a separate matter to making a complaint. We should concentrate on 'feedback' and emphasize that positive feedback often has just as

powerful an impact as negative. People are often less willing to share positive feedback leading to an imbalance in what is heard by providers and can have an impact on staff morale.

It was also acknowledged that some people who would wish to report negative feedback are reluctant to do so due to concerns about receiving less favourable treatment for themselves or their cared for/family members in future.

A positive experience was heard around the resumption of some services for people with dementia with a 'Dementia Lunch' being held the following day in St Ives. This was felt as a positive and an indication that things were starting to re-open again. It was asked whether Sophia Stanworth, attending, knew of a contact for similar services in St Ives. Sophia would strive to find out this information and send it on so it could be shared with the group, although it was emphasized that Sophia no longer works for the service.

SE shared a positive experience of having an angiogram recently. Good feedback about the day-care ward. Very clean and patients were encouraged to use antibacterial wipes. She did nonetheless share that at times she found the procedure painful. She told the doctor carrying out the procedure that it would be helpful if he explained what he was doing and how long the discomfort was likely to last.

8. Provider/Other updates

Versus Arthritis - Chris Preston

- Face-to-face meetings were starting to resume to assist people with aspects of self management of their condition
- They are looking for volunteers to help with support groups, attending events and distributing and arranging display of leaflets etc.
- Looking to set up small focus groups to discuss gaps in services in Huntingdonshire
- Encouraging referrals from healthcare professionals
- Looking into the possibility of setting up telephone support groups

Cambridgeshire Libraries - Yueh-Wen Chiu

Yueh-Wen shared with the group some new web pages being created by the library service to allow local people to find out information that will help them to take care of their own health and wellbeing. She demonstrated what was to be found under each of the headings to let the group know what was available.

Action agreed for a link to the web pages to be shared following the meeting.

9. Summary of action points

- Send out details for AGM
- Send out updated copy of presentation on discharge support and admission avoidance
- Sophia Stanworth to try to find out contact for dementia day services in Huntingdon
- Send out link to library web pages
- Send out CPFT update once received

10. Any other business

No AOB raised. Rob thanked all for attending and shared the date of the next meeting,

Date of Next Meeting Tuesday 2 November 2021 2-4pm on Zoom

DRAFT