

Minutes - Huntingdonshire Patient Forum

Date: Tuesday 2nd March 2021

Time: 14.00 -16.00

Venue: Zoom Meeting

Present:

Rob Gardiner- Chair	Richard Dilley
Caroline Tyrrell- Jones	Annie and Phil Sly
Debbie Drew- Minutes	Maria Garner
Rebwar Hussein	Susan Edmunds
Angela Owen- Smith	John George
David Bowers	Paul McCloskey
Pauline Meakins	Helen Kewley
Caroline Hebbard	Nichola Donald
Stan Fairclough	Jean Matheson
Dean Jarvis	Szara Coote
Margaret Moffat	Chelsia Lake
Naomi Lucy	Teresa Cole
Yueh-Wen	

Apologies: Sean Nightingale, Julia Rutherford, Louisa Bullivant, Maria Finch, John Thackery, Vandana Manocha, Sandie Ferrelly, Gillian Langley.

Surgeries- Spinney, Brampton, Sawtry, Somersham, Kimbolton, Priory fields, Grove medical practice, Buckden and Little Paxton, Warboys, Papworth, Great Staughton

1. Welcome and Introductions

Rob reflected on the last few months and the fact that 20million people had now had their first vaccine.

Introductions were made and everyone was asked to remain on mute until they needed to speak. The meeting is being recorded for the purpose of minutes.

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

The minutes from January had been distributed- no amendments were asked for, thus they were approved.

Action Log

25 Julie shared some information (on Log). MG reports that they still have had no contact from social services.

26/27 completed.

28 Julie did get some information, but the rules have since changed. JG reports that his dentist is having to stay in this country now and can not go home for weekends.

29 Information was shared. SE says brother has now had his health check.

30 Caroline will try and get either Sandie or someone external to come and talk about Integrated Care Systems for a future meeting.

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

RD reported that during lockdown he has had an abscess under a tooth twice. This flared up again on Sunday. His daughter suggested ringing 111. Within 1 hr he had an emergency dental appointment at Wensleydale dentist. He was very impressed with the treatment and has to follow up with own dentist.

JM Buckden and Little Paxton surgeries are running a vaccine hub. People are working very hard to get everyone vaccinated. Over 200 people volunteered to help out. It has been very well organized.

SE Had a CT scan at Papworth. Tried ringing to find out the result but no one got back to her. Then she received a letter saying she has a blocked artery. Has tried ringing the secretary again to see what next but still not been able to talk to anyone.

HK Tripped and banged head and had blurred vision. The GP was able to get her seen at the hospital by calling himself.

ND Attended a committee meeting for the PPG. They have received very positive feedback re vaccines.

DJ Has had several stays in Hinchingsbrooke Hospital over the last 18 months. She is coeliac and feels the menu offer was very limited. Most days she had jacket potato as that was the only thing she could trust to be gluten free. She also lost a stone in weight whilst in and was very dehydrated when she came home as the drinks offer was poor.

DD Had emailed Laura Stent assistant chief nurse for NW Anglia FT. Laura had spoken with catering team and some menus were shared with DD and ND and DJ. These menus show varied menus with many gluten free choices. Also, patients can ask to speak to the dietician about their food needs which catering can then work with. DJ had only seen these menu types at Papworth. At Hinchingsbrooke just had a white slip of paper to tick. Advised to contact PALs and lodge complaint.

RD Who is doing the catering? Isn't Hinchingsbrooke done in house?

ACTION 31 DD will email Laura again.

DD Husband needed bypass surgery at Papworth. Pre operation he was given lots of booklets to fill and lots of information on what to expect. When he saw the surgeon he asked if he could call me so I knew what was being said. The surgeon said he should have brought me in (as a carer). He also wore his mask on his chin. We were given lots of information as what to expect and told that main contact would be kept up to date with what was going on every step of the way.

Unfortunately, communication between staff and family was really poor and meant DD was making the calls to find out what was going on. The first call came from surgeon when surgery was complete. This came as expected then we were told we would be called by critical care (CC). DD got a call after 3.5 hrs by a nurse who was unwilling to say much. DD then called CC at 9 for an update then 6am then 10.30 am and at 2.30 pm when was not sure where husband was.

We had been told by cardiac nurses/ anesthetist and paperwork given to expect him to be on ventilator for 2-4 hrs but he was on it for 20 hrs- staff when asked why were reluctant to share information. He was moved to ward, but DD was not called again so called at 7pm. The following day husband was very unwell and hallucinating etc DD in the end had to speak to staff and threaten to come in and visit if they didn't send someone in to see husband. This did get a result however there are many people who would not get this sort of support and many who's family members do not know which questions to ask to get the most information.

The discharge papers for the GP stated that he had had no delirium so we had to add that as a separate letter to the GP too.

SE When went for scan noticed no one was cleaning chairs between patients at Papworth and daughter raised this with staff who did eventually do this.

SC My neighbour that went into Papworth reported similar experiences. Masks not being worn properly, misinformation, poor communication, standard rules being broken and no idea of what the recovery journey would look like.

SF As GP now not doing ear syringing, he had to go to SpecSavers but there was a £55 charge.

Two members of the forum reported that ear syringing/washing is highly dangerous which is why surgeries are not offering it.

PMc This is now not an approved technique and has not been for several years. Each surgery makes their own decision on if they are going to offer it.

AS It has been difficult not being able to see doctors. They have been trying to sort out my high blood pressure but each time it is a different Dr on the phone. It does not feel like I am getting the best service and a face to face would be better.

CTJ If you explain this to the GP they should be able to get you a face to face consultation.

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

1. Covid patient numbers are reducing but our number of critical care patients and those on CPAP remain high.
2. Our first cohort of nurses arrived from Trinidad & Tobago and are currently being inducted whilst isolating.
3. We are working hard to fulfil the Chief Nursing Officer for England request for 0 vacancy rate for Health Care Support Worker's.
4. Our new Chief Operating Officer started in post on 1 March and is double running with the existing Chief Operating Officer for a month.
5. The CQC inspection report for our Emergency Department at PCH has been published, this is very positive but unfortunately does not change our CQC rating as only 2 inspectors attended for the visit due to social distancing.
6. We are working on a road map for visiting in line with the Government guidelines.

5. Healthwatch Update - Caroline Tyrell-Jones

Caroline gave an update on the most recent Covid figures for the area and the uptake of vaccinations.

Healthwatch are focusing on ensuring the correct messages are getting out to the general public.

HW are still getting many calls about dentist access and also hearing of long waiting lists for non-urgent treatment.

6. Update from CPFT- Louisa Bullivant

Louisa was unable to attend the meeting but sent the following on email.

Regarding our involvement work and direct team impact - The team have been supporting the coordination of household vaccinations - this includes volunteer delivery of PPE items, items which have been sent to GP surgeries within our PCN's. My understanding is that the first round of vaccinations are almost complete, and over the coming 10 weeks the team will continue to work on a plan to facilitate the second round of vaccinations.

Visiting information is unchanged, however any changes that happen and are a direct impact of the announced road map outlined by Boris Johnson on the 22nd February will be reflected on the CPFT website..

Kit Connick - director of corporate affairs will be leaving the Trust later this month to embark on a new role within the Integrated Care System (ICS) as Director of Strategy and Planning in Cambridgeshire and Peterborough.

7. Partnership Boards- Graham Lewis Healthwatch

The Partnership Boards have independent members who have lived experience of their particular board. There are 5 boards Carers, Older People, Physical Disability, Sensory Impairment, and Learning Disability. As well as independent members we have organisations that support those categories as well as commissioners from the council.

The boards act as a critical friend for the councils as well as feeding into the co-production. The boards are approached a lot to hear the "voice" of the person receiving services.

We also hold a wheelchair user forum which is open to anyone who is a wheelchair user or care of someone who is. This meeting is well attended particularly as the wheelchair provider for Cambridgeshire attends too.

The boards each year put on a cross board event, usually in March. Last year's was cancelled due to pandemic and this year we are aiming for one on July 9th. We are looking at digital access, help at home to stay independent (such as tech equipment) and many other areas of self-help. This will be a pop in pop out event held at the new Coneygear Centre in Huntingdon.

8. Provider Updates

Pauline Meakins- Alzheimer's Society

The Alzheimer's Society continues to provide telephone support but hopes to get back to face to face services later in the year. During Covid we have been providing enhanced services for where people have not been able to cope. We can be contacted on our Cambridgeshire number 01954 250322 and we have a new national telephone service Dementia Connect which is available for longer hours on 0333 150 3456. Please contact us for help and support for anyone diagnosed with dementia and their carers.

Paul McCloskey- Cambs Hearing Help

1st March 2021: Our Hearing Aid Maintenance (HAM) Centres are now open for urgent appointments in March and April.

To book an appointment please contact us on telephone 01223 416141 or email enquiries@cambridgeshirehearinghelp.org.uk.

Locations and opening times for our HAM Centres are as follows:

- **Soham**: 1st Monday of the month at Soham Library, 5/7 Clay Street, Soham CB7 5HJ. Open from 10:30am to 3:30pm
- **Ely Library**: 2nd and 4th Monday of the month at Ely Library, 6 The Cloisters, Ely CB7 4ZH. Open from 10:30am to 3:30pm
- **Ely Methodist Church**: 4th Tuesday of the month at Methodist Church Hall, Chapel Street, Ely CB6 1AD. Open from 10:30am to 3:30pm
- **Cambourne**: 1st and 3rd Tuesday of the month at Lower Cambourne Cricket Pavilion, Woodfield Lane, Lower Cambourne, Cambridge CB23 6FB. Open from 10:30am to 3:30pm. Please note this change of address
- **St Ives**: 2nd and 4th Wednesday of the month at St Ives Library, 4 Library Row, Station Road, St Ives PE27 5BW. Open from 10:30am to 3:30pm
- **Girton**: 3rd Wednesday of the month at the Baptist Church, 103 High Street, Girton, Cambridge CB3 0QQ. Open from 10:30am to 3:30pm
- **Fulbourn**: 1st and 3rd Thursday of the month at The Swifts Meeting Room and Library, Haggis Gap, Fulbourn, Cambridge, CB21 5HD. Open from 10:30am to 3:30pm
- **Chatteris (wef 12th March 2021)**: 2nd Friday of the month at Chatteris Library, 2 Furrowfields Road, Chatteris, PE16 6PT

We CONTINUE TO PROVIDE BATTERIES BY POST. Please telephone us on 01223 416141 or email enquiries@cambridgeshirehearinghelp.org.uk. We will need to know what SIZE batteries you require. This will be either size 13 Orange, size 312 Brown or size 675 Blue.

ACTION 32- DD to share the information on email

Yueh-Wen- Library Services

Libraries are open but on reduced hours and the library at home volunteers are still delivering some books. Computers are available to use but need to be booked in advance.

ACTION 33-Yueh-wen to share information re online events with DD for sharing with forum.

Caroline Hebbard- National Diabetes Programme

We are receiving 300 referrals a month from GPs. We have also been getting self-referrals from people using the diabetes risk score online. This has now been extended for another 12 months.

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