

Minutes - Huntingdonshire Patient Forum

Date: Tuesday 4th May 2021

Time: 14.00 -16.00

Venue: Zoom Meeting

Present:

Rob Gardiner- Chair	Richard Dilley
Caroline Tyrrell- Jones	Luke Squibb
Debbie Drew- Minutes	Sophia Stanworth
Rebwar Hussein	Susan Edmunds
Angela Owen- Smith	John George
David Bowers	Yueh-Wen
Sue Allan	Helen Kewley
Shirley	Nichola Donald
Nicola	Jean Matheson
Louisa Bullivant	Teresa Cole
Margaret Moffat	Chelsia Lake
Maria Finch	

Apologies: Sean Nightingale, Julia Rutherford, Sandie Ferrelly, Gillian Langley, Parvin Wynn

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

It was asked that a small alteration was made to DJ comments around menus- It was noted that DJ did not have a main meal as the only thing she could trust to be gluten free was jacket potato and she does not like them.

Minutes were otherwise approved.

Action 30 This is being arranged for future meeting. A discussion will be had today.

Action 31 MF confirmed that Hinchingsbrooke has their own caterers who have won awards for the food provided. MF will discuss this further with the ward and the catering team once we have

some more information from DJ.MF can then make sure that all staff know they can ask for a member from catering to come and discuss meal choices with a patient.

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

JG reported there are now 43 members of Grove PPG. The practice with others has managed to give 45K vaccinations across 2 sites.

JG had heard about some difficulties with a person not being able to access GP other than by phone (Fenland) and being told to take paracetamol when the problem was very serious.

RD It appears that you now need to get in touch with GP via technology and many are struggling to do this.

JG It seems like telephone consultations is the new normal.

CTJ It does need to be a choice and it is not consistent across practices.

JG reported that there are still issues for him trying to get blood forms and results from GP to hospital nurse and vice versa.

SE Followed up from her CT scan in February. She received a letter saying that there was 100% occlusion, and she would get a call in 6 weeks. SE rang the secretary several times and was told to ring appointments which she did. They said she was on a list for an appointment. She was not sure what this meant. Appointments implied she was trying to queue jump. A couple of weeks later she rang the secretary again and the secretary said this should not have happened. She has now received a letter saying she has a phone appointment on 21st May.

RH Brother in Law went to Hinchingsbrooke for endoscopy. Communication was very clear with clear explanation of the procedure. He felt the appointment was managed very well.

4. EEAST- Luke Squibb

EEAST covers 7.5 square miles population 6 million and has 5000 staff. They handle over 1 million 999 calls a year and have 1000 vehicles to cover 17 trusts with a budget of £281million.

For this area at peak time there are 45 ambulances available and 20 overnight. There are some rapid response vehicles and some with specialist crew too including mental health worker.

In the last 2 months the service has met all of the government set response times.

Peak staff sickness amounted to 25% of all staff positive or isolating due to contact. We

- Placed staff who live with vulnerable relatives into hotels.
- Agency drivers (ex police/military)/Fire service/University Students.
- Moved managers/trainers back into patient facing roles.

ACTION 34 DD to share presentation after meeting.

Luke had to leave the meeting. A discussion took place as to how the ambulance service etc fits in with the call systems people have in their homes.

It was decided it would be good to get someone from Technology Enabled Care to come to a future meeting.

ACTION 35 CTJ and DD to look into contacts for invite to future meeting.

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

Up to yesterday there were just 12 cases of covid in NW Anglia Hospitals- 9 in Peterborough and 3 in Hinchingsbrooke. With no new admissions for the last 24 hours. Both hospitals still have 2 receiving wards.

From 18th may we will be introducing restricted visiting. It will look like this:

1 visitor per day (the same one each day) for 1 hr in a prebooked time slot. 1 person to accompany outpatients and ED. 2 visitors for end of life. A child can have 2 parents to visit but no children. 1 carer can accompany someone with exceptional needs. There will be no over night stays. 1 visitor for maternity between 8-8 and one to be present whilst in labour.

Vaccine clinics have finished at Peterborough and Hinchingsbrooke hospital.

We are reopening our volunteer programme after each have had a comprehensive risk assessment. We are keen to have some young volunteers on board. We are hoping that our volunteers will also help manage the visitors etc making sure they are registered for track and trace and are there to escalate any issue visitors may want to raise.

6. Update from CPFT- Louisa Bullivant

Throughout the pandemic the trust has had 233 +ve Covid patients.

Patient and public vaccination process has gone well. 90% of staff have taken up the vaccine. Staff that were deployed to help with the programme are now back to their original jobs.

Our Participation and Partnership Forum will be having their next round of recruitment in the next couple of weeks.

ACTION 36 LB to share information on the Participation and Partnership forum when available.

CPFT along with Centre 33 have done some work promoting Young Carers Action Day with young carers stories.

A discussion took place around staff who have not had vaccines and what is being done.

-Both CPFT and NWAngliaT are working to encourage staff to have vaccine and are trying to find out what the barriers are.

-Staff will still be allowed to work without vaccine- they are all expected to do lateral flow tests at least twice a week and strengthening protection in other ways will take place- ie wearing of masks and social distancing.

RG Praise CPFT for getting a mention in the government's white paper.

7. Integrated Care Systems

A conversation around Integrated Care Systems was led by the chair. Many people had heard about them and DD had shared some information before the meeting. Someone will be invited to a future meeting to discuss further.

It is still an “emerging picture” and dates back to 2012 Health and Social Care Act and partly a response to that. It was felt that there was too much competition in health care services and services should be working together for the betterment of those services.

The aim is for co-production and services that fit the community they are in.

The Kings Fund and the Nuffield Trust have some good information.

JM The introduction of Social Prescribers aims to help with this, but some GPs are hesitant.

8. Healthwatch Update- Caroline Tyrell-Jones

The Healthwatch board meeting is Weds 12th May 2-4 on Zoom all are welcome to join and papers are online.

Healthwatch AGM will be 21st July. This year we are doing something different. The event will start after lunch with a speaker and then 3 workshops and the official AGM from 6pm- 7pm

We are hoping this will be of interest to different groups of people.

Our annual report is due out at the end of June so this will be in time for the AGM too.

We are continuing our meetings on Zoom now and awaiting Government guidelines for relaxation in restrictions.

We are recruiting for a new chair as Val Moore has come to the end of her 2 terms as chair. See our website for details.

Following on from our Discharge form Hospital work we did, a recommendation that a leaflet to give to patients should be produced with all the information they will need after leaving hospital, is about to be launched.

We are still getting a lot of calls about lack of dentist availability.

9. Other updates

David Bowers- DISH helps 500 disabled clients per year with benefit claims and other support guidance to navigate the “system”. We have been awarded £250k over 3 years from the National Lottery and we will be employing 2 new workers (one for mental health). We have also now moved into the Maple Centre in Huntingdon which will be much easier for our clients.

Sophia Stanworth- It is dementia awareness week 17-23rd May and the 21st will be “Denim for Dementia” day.

Alzheimer’s are running a campaign “Cure The Care System” [Cure The Care System | Alzheimer's Society \(alzheimers.org.uk\)](https://www.alzheimers.org.uk/cure-the-care-system)

ACTION 37 SS to share details with DD for circulation.

Date of Next Meeting Tuesday 6th July 2021 2-4pm on Zoom