

Minutes - Huntingdonshire Patient Forum

Date: Tuesday 3 November 2020

Time: 14.00 -16.00

Venue: Zoom Meeting

Present:

Rob Gardiner -Chair

Caroline Tyrrell-Jones - Healthwatch

Angela Owen-Smith

Jean Matheson

John George

Susan Edmunds

Sharon Gunn - Healthwatch

Louisa Bullivant - CPFT

Paul McCloskey

Jane Carpenter - Arthur Rank Hospice

Sarah Kilby - CCS

Eileen Murphy - Macmillan

Sara Coote - Shoosh No More!

Roxanne - Everyone Health

Nicola Hallows - CUH

Maria Finch - NWAFT

Nichola Donald

Apologies

Parvin Wynn

Sean Nightingale

1. Welcome and introductions

Rob welcomed everyone and explained that it would be best to keep everyone on mute until ready to speak. This can help with the sound quality.

2. Minutes of last meeting and matters arising

The minutes of the September meeting were approved along with the notes from the interim meeting.

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

JM - GPs do not like telephone consultations. At Little Paxton Surgery shutters are closed, meaning the building looks as if it is closed. Asked practice if they could put a note outside to explain that it is still open.

Flu jabs have been carried out successfully.

Hearing aids - Cantab are not visiting currently. Hinchingsbrooke will send out tubes. The service provided is very good.

PM - No safe practice for syringing ears. GPs are able to refuse to do this. Patients accept treatment at their own risk. Cambs Hearing Help - set up facilities to service people's hearing aids using PPE.

JM - Told by ENT specialist - do not allow anyone to syringe ears.

SE - still having difficulty ordering medication through practice website.

RG reported that one third of doctors had experienced abuse from patients or their families during the pandemic.

SE - people are telling her they are unable to get ear syringing done. Her daughter who lives out of our area had to pay.

SC - looking into social prescribing link workers to see how useful they are and how well this is working.

Surgeries with link workers are able to meet with people, signpost etc.

4. Hospice at Home service - Arthur Rank Hospice - Jane Carpenter - Hospice at Home Team Lead - Cambridge City, South and Huntingdon

Jane leads a team of nurses and health care assistants who work together to provide support to patients. She gave an overview of the service provided and explained that the service is able to accept referrals for people who either meet the CHC (Continuing Health Care) criteria, have palliative healthcare needs or are experiencing a health care crisis.

ACTION: Jane to forward documents relating to the project

5. Update from North West Anglia NHS Foundation Trust - Maria Finch

From 22 October the Trust have had to implement visiting restrictions. People should check the website where possible for up to date information on this. 'Letters to loved ones' initiative is active, also availability of Skype calling and patient belongings.

Information is being shared on social media reminding people to wear face coverings, social distance etc.

Patients are reminded that they should still continue to attend scheduled appointments unless they have been advised an appointment is cancelled. Patients need to limit the number of people attending appointments with them in the Outpatients department and attend alone where possible.

'Attend anywhere' remote appointments available for non-English speakers. These utilize a 'Live Link' interpreter service. There are now 42 iPads in the Trust to allow patients to communicate effectively with staff.

Maria told the group about the newly formed Patient and Public Voice Partnership, which follows on from the Patient Experience Group. The first meeting will be on Tuesday 17th November at 1:00pm. The meeting will take place on Microsoft Teams.

JG - how many Covid beds are available at the hospitals?

MF - will check whether able to share these figures. Staff team receive daily updates.

A O-S - There have been some extraordinary reports about very high Covid figures in parts of Huntingdon (Hartford). Figures do not seem believable. Rob pointed out that Peterborough also has very high rates.

6. Cancer services update, also Macmillan Cancer Patient Partnership Group - Eileen Murphy

Eileen gave an overview of services available to support people affected by cancer.

She explained that they are currently wanting to recruit people who are affected by cancer to join the Macmillan Patient Partnership Group which is currently being formed. The group will meet regularly with the aim of co-producing services with the involvement of the people using them

Action: To send out literature linked to the initiative

7. Update from Cambridge and Peterborough NHS Foundation Trust (CPFT) - Louisa Bullivant

Service planning for usual winter pressures in an already difficult year. Volunteering programme aims to assist with this.

Patient Participation Forum - recruited 10 new members following drive to recruit

New courses added to programme for Recovery College - Understanding Motivation, Living with Hearing Loss.

Head-to-Toe charity - some emergency projects to help people not currently being seen.

Louisa was asked about future of Ida Darwin and children's hospital. Will aim to bring an update along to a future meeting.

8. Update from Healthwatch Cambridgeshire and Peterborough

CTJ gave an update on the Healthwatch Cambridgeshire and Peterborough Covid-19 survey. Full report has now been published. Highlights of report includes:

- Older people, those with disabilities or long term health conditions, carers and those not online have been hit hardest.
- 3 out of 10 people avoided getting help for a health problem.
- Of those who did get help, 3 out of 4 rated it highly.
- 1 in 3 people told there was a high or significant impact on their mental health or wellbeing.
- The shutdown of dental services worsened existing problems and access to high street NHS dental care.
- Although some people have taken to online hospital or GP appointments, they don't work for everyone. Many people do not have the internet and those with sensory impairment find remote consultations difficult to access.

We have also published our report, 'Giving GP Websites and Check-up. An overview was given of the report, including our key findings which were:

- Half of GP websites did not have the latest Covid-19 guidance for the public.
- Just 22 out of the 98 websites had links to information about changes to cancer services during the pandemic.
- It was difficult to find information about advocacy support for making a complaint.
- 72 sites had links to self-care information but some links didn't work.
- Less than half had information about the practices' Patient Participation Groups.
- Two out of three sites did not have good examples of accessible information for patients with sensory loss or learning disabilities.
- The volunteers said they liked sites containing relevant content presented in a straightforward way and highlighted examples of them.

ACTIONS:

Send out link to report for those who had not read it

9. Provider Updates

No further updates given in this section of the meeting - Sarah Kilby had to leave the meeting early so was unable to provide an update for Cambridgeshire Community Services NHS Trust.

10. Action points

Summarized after each item.

11. Any other business

Rob Gardiner - Chair - thanked all for attending and wished all a Merry Christmas and Happy New Year. Next meeting is expected to take place by Zoom again and the situation will be kept under review with regard to when we will be able to return to face to face meetings.

Date of Next Meeting Tuesday 12 January 2021 2-4pm