

Minutes - Huntingdonshire Patient Forum

Date: Tuesday 1 September 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

Rebwar Hussein (Healthwatch)

Louisa Bullivant - CPFT

Paul McCloskey

Sue Harris - AJM Healthcare

Teresa Cole

Julia Rutherford - Voiceability

Richard Dilley

Claire Thompson - University of Hertfordshire

Karen Chambers

Katy Aprofirei

Maria Finch - NWAFT

Sara Coote - Shoosh No More!

Apologies

Carole MacBrayne

Nichola Donald

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 March meeting were approved along with the notes from the interim meeting.

3. Reports from PPGs and other meetings

JG reported that his practice, the newly formed Grove Medical Practice still operated through two sites. He attends previous Cromwell Place Medical Practice site but all medication is dispensed from the other

site. A large extension is planned to be built on the former Cromwell Place site but this has been delayed by pandemic. There are 10 GPs operating at the new merged practice.

JM - attended a PPG meeting by Zoom at Little Paxton Surgery. Patients have reported being upset at the branch closure. JM was keen to emphasize that people should not refer to Little Paxton surgery as a 'branch'. RG has agreed with JM to take up status of Little Paxton surgery to try to find out when it will return to full functionality, possibility that it was being used as a Covid free site at present.

TC - had an appointment at the Lymphoedema clinic. Appointment was at Little Paxton but used to have to attend Buckden Surgery for appointments. Practice stated that there were no plans to hold any more clinics at the Buckden site. JM commented that this clinic had always been held in Little Paxton. Questioned whether practice were operating hot and cold sites during the pandemic?

AO-S - Flu vaccination clinics for Spinney surgery are to be held in village halls this year due to pandemic. Dates are being offered over the next month. PPG members to assist with the smooth running of the clinics.

Szara - commented that GPs always order for the following year and nobody could have predicted what would happen this year. Vaccinations to be offered to over 50 age group as well this year.

4. Shared experiences of using health and care services

JG - contacted his GP with a concern and was told would need to have a telephone consultation. Advised waiting time for consultation would be 20 days and that his appointment would be conducted by West Cambs Federation.

Action: JG advised to ring Healthwatch Information and Signposting service so all details could be taken regarding his experience to enable us to raise concern and suitable advice could be offered.

SE - raised problem with GP website (Kimbolton Practice). Difficulty logging in and very difficult to order prescriptions.

JM mentioned CANTAB. People had been asking her when it would start up again. Hearing aid users are unable to hear once tubes in device have hardened. Discussed setting up of 'clean' environments around the area to make repairs. Live chat available on Cambridgeshire Hearing Help website is useful.

ACTION: To send JG Healthwatch contact number so he can discuss experience shared in full.

5. ARC East of England Project - Claire Thompson (University of Hertfordshire)

University of Hertfordshire are part of a big collaboration across the east of England and have funding available for five years to work with communities across the East of England. They are currently at the end of the first year. They are encouraging members of the public to get involved in research and carrying out evaluation into local authority schemes. They are carrying out a study into food and eating during the Covid-19 pandemic and inviting people to get involved by sharing their experiences. The study comes under the theme of prevention and early detection, also looking at health inequalities.

RD - queried whether study wanted to find out how support had worked in local areas, villages etc. The way people supported each other, village shops etc? Also foodbanks, faith based organisations and similar. Noted that there was no uniformity in support being provided. CT confirmed that this is the type of thing they want to hear about.

The Black Report into health inequalities was mentioned, RG added that he had attended a lecture by Richard Mariott.

The group asked the source of the finding for the projects. CT stated that it was funded by the National Institute for Health Research (NIHR).

ACTION: to send out documents relating to the project

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

- Reintroduction of Visiting - very positive feedback
- Friends and family Test (FFT) to recommence 1st September
- PEG planning to recommence virtually - Will provide group with the updated role description soon.
- Our Hospital standardised mortality ratio is increased, draft mortality strategy written and on first review of data it appears the increase was due to coding issues which are being investigated.
- We are using the phase 3 recovery plan and new plan are due to commence on 1st September, the aim is to reintroduce as much of our normal activity as possible while still maintaining social distancing
- Our elective activity continues to increase week on week and our referrals OP and urgent are at almost normal levels. A&E attendances are at 85% of our normal. Emergency admissions are at 97% of our normal (this is due to an increase of ambulances and sicker patients)
- Recruitment for specific volunteer roles has reopened at the Trust. Information can be found on the Trust website.
- As result of feedback from Healthwatch the Trust is developing a video for our patients and services users about how we are keeping them safe post COVID-19

7. Update from Cambridgeshire and Peterborough NHS Foundation Trust (CPFT)

Currently at level 3 recovery status.

Moving towards restoring services as close to normal as possible.

Visiting - allowing people back onto the sites, although restricted access across in-patient wards.

Contact by telephone to agree face to face visits. People need to wear a face covering. People turning up to sites unauthorized will be asked to leave.

Flu vaccinations - intending to vaccinate up to 100% patient facing staff. Flu vaccination should be seen as an essential part of PPE.

Information re CPFT services temporarily changed or paused can be found on our public website - <https://www.cpft.nhs.uk/about-us/covid-19-services-changed-or-paused.htm>

Recovery College - The team at Recovery College East is delighted to be welcoming people back for online learning, starting today, 1 September with a fabulous fortnight of free taster sessions on Teams. A timetable is available at [Check the timetable](#) and can be shared with the team- to pick a session that suits you and please share the details with anyone you care for who might be interested. Existing students can register for a session by emailing your choice to recoverycollegeeast@cpft.nhs.uk. New students need to complete a [registration form](#) or email (above) to request this. Sessions are limited to a maximum of 15 students with booking on a first-come, first-served basis.

BMI can do it CEO Tracy Dowling is encouraging staff and service-users to sign up for a new healthier living campaign. *BMI Can Do IT* has been launched by the Cambridgeshire and Peterborough Clinical Commissioning Group with the main messages being: Eat Well; Sleep Well; and Move More.

In support and as an encouragement to get active, our charity Head to Toe have therefore organised a Zumba event on Saturday 5 September 16:00 - 17:30.

Annual members meeting (AMM) - Wednesday 9th September 2020, 18:00 - 20:00. As well as receiving the annual accounts, there will be a chance to hear reflections from some of our Staff, Service users and Carers on achievements during 2019/2020. You will also have the opportunity to hear from our Lead Governor about some of the work our Governors have carried out to support CPFT. The meeting will be live streamed through Microsoft Teams and can be accessed [here](#). Prior to the AMM, is the Council of Governors public meeting (from 15:30 to 17:45).

ACTION: send out link to information including services

8. Update from Healthwatch Cambridgeshire and Peterborough

CTJ gave an update on the Healthwatch Cambridgeshire and Peterborough Covid-19 survey. Third and final briefing has been published and is available on our websites. To send out link to 3rd briefing to all attending, with all being encouraged to read it. An overview was given about key findings, where these differed from what we had heard earlier on in the survey and themes to what we have been hearing. Explained that the survey is now closed but people are still being urged to report to us their experiences of using health and care services. Final report to summarise our findings will be published in early Autumn.

Our Information and Signposting team continue to be very busy dealing with an increased number of enquiries requiring signposting, also many people reporting experiences to us. Julie McNeill, our Information and Signposting Manager will attend a future meeting to share themes we are hearing about. Still receiving many calls around NHS dentistry and people being unable to access treatment.

The Partnership Boards continue to meet online using Zoom and people are reminded that we are keen to recruit new Independent Members who are people with lived experience or carers. The Partnership Boards consist of, Older People's Partnership Board, Learning Disability Partnership Board, Physical Disability Partnership Board, Sensory Impairment Partnership Board and the Carers Partnership Board.

We will provide and update on our GP website survey at a future meeting.

ACTIONS:

Send out link to Partnership Boards information on website

Send out link to 3rd survey briefing

9. Provider Updates

AJM Healthcare - provide help for people with long-term conditions and work in conjunction with the NHS to provide a service. Not everyone has had wheelchair services during the pandemic. There have been some supply issues. Wheelchairs are still being provided. Always aim to provide choice, for example different colour wheels for children's wheelchairs. They operate a service user forum using Webex. Healthwatch host Wheelchair User Forum in Cambridgeshire and Peterborough. Looking at better links to organisations working with children. Feedback is important and current satisfaction rates at around 98%. AJM has a new Director of Operations. There are currently some supply issues, this is due to wheelchairs being supplied from the UK but many parts have to come from overseas.

10. Action points

Summarised after each item.

11. Any other business

JG - four GP surgeries inspected by CQC during July/August 2019 all rated as inadequate - now all rated as good under West Cambs Federation. CTJ advised JG to discuss this with Information and Signposting team when discussing other experience shared.

JG - Had an invitation for a health check over telephone. Asked if had a blood pressure monitor and scales. These were available so able to give readings over the telephone. Was given suitable advice regarding appropriate medication after taking same medication for eight years. Overall a good experience.

Date of Next Meeting Tuesday 3 November 2020 2-4pm

DRAFT