

SENSORY IMPAIRMENT PARTNERSHIP BOARD

17th August 2022

Minutes

Attending

SA	Safia Akram	Sue Ryder Hospice
KB	Karen Berkley	Peterborough City Council
MB	Molly Brooks	CUH NHS Trust
SB	Sharon Bodington	Cambridgeshire County Council
PB	Pauline Brown	Independent Member
JC	Jackie Cook	Independent Member
CF	Carol Farrar	PCC Therapy Services Manager
NH	Nicola Hallows	CUH NHS Trust
CW	Claire Hawkins	CUH NHS Trust
GL	Graham Lewis	Healthwatch
PMc	Paul McCloskey	Independent member
HM	Helena Melbourne	CCC Sensory Impairment Team
TR	Tom Rawlings	Hunts Blind
KR	Khadija Raza	Independent Member
BR	Bernie Reddington	RNIB
SR	Sarah Roberts	CUH NHS Trust
CS	Charlotte Salf	Cambridgeshire County Council
MS	Mick Scadden	Chair and Independent Member
VS	Vera Shilling	Independent Member
WW	Warren Wilson	Independent Member

1. Welcome, Apologies, and Introductions

Introductions were made and GL asked the meeting if it was okay to record the meeting for the purpose of minutes. GL also explained the Closed Captions facility.

2. Minutes and Action Log

GL apologised as the minutes of the meeting held on 19th May were not available and an updated Action Log was also not available.

3. Sue Ryder – Safia Akram

Sue Ryder are the hospice providing end of life care in the Peterborough area. They are wanting to improve access to hospice care (either at the hospice or at home) to all communities. They are aware that many ethnic communities do not access their services and that this can be for a range of reasons, from lack of trust in 'authorities' based on experiences elsewhere through to the organisation not understanding cultural issues.

The Sue Ryder Hospice provides:

- In-hospice care
- Hospice at home
- Family support service
- Community bereavement support hubs, these are peer led, supported by a worker, and are being launched in Peterborough.

The Sue Ryder Hospice is holding focus groups to better understand the issues that face different communities. They are wanting to hear and listen to people's experiences, reflect on what they have heard. They then want to go back to check make sure that they heard correctly and that the actions they implement will improve support to families.

MS How will you access the Gypsy, Roma, Traveller Communities, as some members of their community are unable to read or write?

SA Will be talking with them, verbal discussions.

MS Is there a phone number? Many services have gone 'online'.

SA Yes, the hospices have receptionists who take calls.

4. Feedback from Independent Members

Priory Fields Surgery – issues with phone calls not being answered, being directed to request appointments via website. The website and accessibility technology do not work well together. Has met with the Practice Manager to discuss.

E-scooters. Being sold by shops to people but people aren't being made aware of the law – only for use on private land, not the public highways. Is there a way of getting stores to make this information clear to people when they purchase them.

E-scooters. People who have e-scooters take them in to some of the shops and they are trip hazards.

Pedestrian street zones. Wardens get abused for telling people to get off their bikes/e-scooters.

- GL The e-scooter pilot scheme in Cambridge is the only legal way to use e-scooters on the public highway. Voi is the company running the pilot and they hold regular stakeholder meetings with members of this Partnership Board and other organisations to look at issues. Although this does not resolve issues for the privately owned e-scooters in Cambridge and the rest of the County and Peterborough.
- # What happens if one of these e-scooter riders is in an accident with a pedestrian and the person needs ongoing care, is there insurance?
- GL The Voi pilot scheme in Cambridge has insurance covered in the hire charge. E-scooters that are privately owned don't currently require people to have insurance.
- # The Guided Busway service now has audio and visual announcements about routes and stops.
- GL This is something that the Partnership Boards have been pushing for all along.

5. Feedback from other meetings

- GL VS and GL met with the Chief Pharmacist to discuss medication waste. Medication that weighs the same as two double decker busses is destroyed each year. The meeting discussed the importance of quality medication reviews, not just asking people if they are okay, but an in depth discussion with them about why they are taking them, exploring side effects etc.
- # Can medication be sent to other countries where there is great need?
- VS It isn't possible due to regulations.

6. Commissioner update

- KB The Carers Strategy is currently being reviewed and the survey has been circulated to hear people's views.
- KB Peterborough City Council are consulting on changing their elections from electing a third of councillors each year to a full council election every 4 years.
- MS St George's Hydrotherapy Pool was very important to people, but it is proposed that it will lose its funding.
- KB Proposals were made to Peterborough City Council but they haven't been accepted.
- VS Can I give an update on CamSight? As everyone knows they were hoping to move to a new venue on Mill Road in Cambridge. This would have been their offices and equipment and technology display. The plan also included a café where people who are blind or visually impaired can work and develop their

skills and improve employment opportunities. Unfortunately, CamSight have decided not to go ahead with this as the costs of fitting out the offices and the kitchens for a café were going to be a lot higher than initially thought. This is due to the significant increase in building material costs during the pandemic. It would not be appropriate for the charity to spend money in this way

7. Advocacy Service

Voiceability is an independent service, commissioned by the Cambridgeshire County and Peterborough City Council. The aim of advocacy is to support people to better understand their rights, support their understanding of their options and processes, to assist in challenging decisions and to help communicate their views and wishes. This helps make sure people are as involved as much as possible in decisions about their health and care, and they are represented when possible.

There are different ways this service supports different people's needs:

Phone and email support from helpline staff as well as downloadable information and guides from the website,

Support from trained independent advocates as well as a complimentary service provided by trained volunteers for less complex cases.

KB mentioned that this service is being re-contracted in October 2023 (due to government regulations) and so requests anyone who has used an advocacy service to give their insights.

MS Are the advocates paid roles?

KB Yes

Action: GL to resend the presentation to everyone, with the questions in clear text and include KB's contact details.

8. Sensory Services update

All is going well in the Sensory Services Team and Technology Enabled Care Team at the moment.

9. Addenbrookes Patient Feedback

The team from CUH NHS Trust, which is Addenbrookes Hospital and The Rosie Maternity Hospital, introduced themselves:

Claire Hawkins – heads up the nursing Equality, Diversity and Inclusion agenda

Sarah Roberts – head of digital communications

Nicola Hallows – head of patient experience including Accessible Information Standard

Molly Brooks - responsible for the interpretation services

They explained that CUH NHS Trust have a strategy for 2025, which is primarily about health inequalities, ensuring patient engagement, co-production and service user voice.

The Equality Act 2010 states that people have protected characteristics where organisations have to ensure that people have access to services. Disability is a protected characteristic, and they need to get better at recording accessibility needs on their computer system.

Accessible Information Standard (AIS) is a legal requirement on health and social care organisations that came into force in 2016. AIS is about communication needs. The patient records computer system (EPIC) needs to show not just the person's disability but also the person's communication needs. They need to make sure that everything is done consistently, they know that this currently doesn't happen.

A full accessibility audit of the site is being carried out, looking at signage, ramps, hearing loops etc.

They have secured 'Sign Live' for use in outpatients departments. This allows people who use BSL to have an interpreter available via a tablet computer.

The website for CUH NHS Trust has been refreshed and uses the 'recite me' system to improve accessibility. People click on the link and they can tell the system what language they want, Easy Read, audio etc and it will present it to them in the required format.

They would like to know if anyone wants to help them test their website?

They are doing lots to improve the accessibility of services and are keen to hear people's experiences.

What is the catchment area for CUH NHS Trust

CH We are a local hospital for Cambridge and South Cambridgeshire, a regional referral hospital for Cambridgeshire and Peterborough, a trauma hospital for the East of England and a national centre for transplants.

BR Happy to help advise/test.

WW RNIB and CamSight can help disseminate information.

- # Does the computer system connect up with GP's and Ambulance Service?
CH They are all separate computer systems, but work is taking place to develop shared care records.

10. Any Other Business

- KB Covid Vaccinations programme is rolling out
WW RNIB have a new living well with sight loss worker
WW RNIB is aware of the robot delivery system in Cambourne and is trying to set up a meeting
WW RNIB is running a campaign on the Cost-of-Living Crisis and the need for benefits to rise in line with inflation, so that people can sustain their standard of living.

Date of next meeting

Date: 17th November 2022
Time: 11am to 1pm
Venue: Zoom