

Older Peoples Partnership Board Notes

9th December 2024

1) Welcome, Introductions and Apologies

- The Chair welcomed everyone to the meeting.
- Present:
 - Independent Members from Cambridgeshire x 4
 - Independent Member from Peterborough x 1
 - VCSE sector representative x 0
 - Peterborough City Council Commissioning x 0
 - Peterborough City Council Service delivery x 0
 - Cambridgeshire County Council service delivery x 0
 - Cambridgeshire County Council Commissioning x 1
 - Speakers x 2
- Apologies were received

2) Healthwatch Strategy

Jess Slater, CEO of Healthwatch, introduced a presentation that she had shared at stakeholder events held across Cambridgeshire and Peterborough for consultation. So far Jess has held 10 out of 13 planned events.

Jess asked the following questions:

- What do you understand about Healthwatch and its role?
- How can Healthwatch make a difference for you and help address your needs?
- What are the priorities for Healthwatch, and how would you like to get involved?
- How can we ensure your voice is heard and that Healthwatch remains accessible and inclusive to you all. What can you contribute to support Healthwatch, and how would you like us to provide feedback to you?

People expressed a variety of views.

Has volunteered with HW from the start. We monitor people's experience of the health service 'head to toe'. Experience of getting a covid jab for her daughter in Cornwall - were unable to meet the needs in that area. Jess explained the difference between local and national delivery across the area.

Information and signposting

Information, delivery and service care for the public. Ability to give feedback to the NHS bearing the truth back to inform patient experience.

People turn up if there is food. A good example is battling for a wheelchair - visits have not been fruitful. Inability to walk creates a barrier for engagement. Departments in the health service don't talk to each other which is costing the system addition money. Updated on health outcomes on new diagnosis has impacted long term health after 10 years of struggling and felt unheard and impacted ability to work. Will not be given a wheelchair due to being in studio flat.

Experience with a consultant at Papworth which caused kidney damage. Waiting list issues of 8 months for echocardiogram due to reduced kidney function. Doesn't want to report this but does want to follow up so opened up a question about what can be done about this from a Healthwatch perspective.

To provide overall feedback to organisations

Performance tracking and good news stories. Bodies sign post individuals to support holistically.

Need new people with new ideas - importance on recruiting to the board.

Raise awareness to services that already exist and reduce organisations going for funding where organisations already exist. Recognise people as a whole person not just a treatment area. Services being delivered in a joined-up manner.

Recognition of more people from Fenland and rural areas. Support of any coproduction to support commissioning processes and specifications.

Invitation to other voluntary groups. GL gave an update as to the mechanics of the representation to the various boards.

Meeting in person reduced barriers to visual or audio engagement.

Engaging with local community organisations such as Cambridge Ethnic Forum and various others to open access to all communities and include people in board attendance. Can feedback be given verbally on behalf of the people.

Recognise the impact of getting feedback in terms of capacity for other organisations and be open to other ways for organisations and individuals to feedback.

Action

Jess to take feedback forward to the Board of Directors for integration into the Strategy from April which will form a 5-year strategy

3) Feedback from Independent Members

GP appointments face-to-face versus digital (video/phone)

Some people like face-to-face appointments as this is social contact, the Dr may be the only person they have a 'proper' conversation with.

Social Prescribers may be able to help people identify activities and services.

NHS online and My Chart (CUH NHS) has eased the need for some face-to-face appointments for some people.

Accessibility of GP websites – Jess has taken this up and can give feedback on whether recommendations have been followed up.

4) Older People's Needs Assessment

Emily Smith, Consultant in Public Health at Peterborough City Council, reported on the Old Peoples Health Needs Assessment that was carried out accross Cambridgeshire and Peterborough.

Finalising in Feb for recommendations to be signed off.

Key Findings:

1. Digital exclusion
2. Sensory Impairment
3. Use of recreational substances

What is the impact of the recommendations made?

Feedback:

Person 1. Gap in provision for hearing health being held by existing services.

Key Findings:

1. Growth in people over 65 years of age as opposed to the National Average.
 2. Current proportion of people over 65 using health services.
- Access to additional services – face to face
 - Maintaining independence and what facilitates that.
 - Safer streets – lighting/pavements
 - Cost of living and fuel allowance not covering costs of heating house
 - Physical mobility and activity

Slides will be shared with the attendees.

Q. How have needs changed since the last piece of research.

- Social care – care and support needs being maintained in the home.

Q. What can the report be used to do in relation to safer streets and access in public ie police.

- Recommendations can be used as people wish once the report is finalised.

5) Update from Social Care Commissioners and Operational Leads

Peterborough City Council – Adult social care assessments – waiting list 39.
Occupational Therapy 6 week waiting list.

Updates from Age UK Cambridgeshire and Peterborough, Alzheimer's Society had been circulated.

6) Update from Adult Social Care Forum and other meetings

This had been circulated.

7) Any Other Business

20th January – local mental capacity act review – would like to open this up to this group. 10.30-12.30

Christmas Gathering next week – this has now been cancelled.

Next partnership board – stay and get fed on 20th January. Debate about healthy food or carbs – request from fruit and veg.

Date of next meeting

Date: 10th March 2025

Time: 11am to 1pm

Venue: Meadows Community Centre, Cambridge