

Fenland Health and Care Forum
Zoom meeting 10-12
Thursday 8th October 2020

NOTES FROM MEETING

Attending	
Miranda Knell- Chair	Nadia Shaw
Debbie Drew	Claire Thompson
Caroline Tyrrell-Jones	Gill Langley
Gina Edwards	Clare Huntley
Barbara Tinsley	Penny Scott
Laura Skaif-Knight	Anne Green
Julie McNeill	Michelle Mansfield
Nikki Dekker	Marika
Chris Stevens	Vera Shilling
Apologies	
Jennifer Broadie	Stuart De Prochnow
Betty Lewis	Malcolm Bruce
Deb Ryan	Ester Harris
Roxanne Boughen	Julie Jeffrey

Welcome

Introductions were made. Miranda reminded everyone that any experiences should be anonymized and that the meeting would be recorded for the purpose of minutes. The recording will be deleted once the minutes are approved.

Notes and Actions from previous minutes.

Minutes were approved.

ACTIONS

8. DD to email JB to see if there were any set time scales.
 9. Laura has talked with JB about preset operation dates.
- All other actions completed

Update from QE hospital- Laura Skaife-Knight

The QE have recently had 2 unannounced CQC inspections. Six departments were visited including Emergency Department, Maternity, radiology and some medical wards with 16 inspectors on site. We expect to get a report by the end of November. We have some letters of feedback which were positive. We have some areas to improve on and we are looking to see if we can have our conditions lifted.

The QE have been successful in purchasing the BMI Sandringham hospital. There are 73 staff to be TUPE over and trained. We are running four induction sessions from 1st November.

This acquisition will be vital for our winter plan. Many of our wards are already at 98-99% capacity. This will give us an extra 30 beds and 2 extra theatres and we will be able to ring fence some beds for elected surgery. We are hoping that with these extra beds we will be able to reduce waiting lists.

We were hoping to be able to get a new hospital build. The Prime Minister announced 40 new hospitals and 39 of those were the same as before. There are 8 schemes to be added to the 40 and we feel we have a compelling case to apply for this. Our roof will need replacing or work done to reinforce it in the next 10 years and the cost of this is not far off the cost of a new hospital.

COVID- we have 8 patients in at present with Covid. We are continuing to try and get back to normal and are running at 90%.

We are planning for a tough winter- we are testing patients on admission as per government guidelines.

We have some designated Covid wards and are ready to separate our emergency department again if needs be.

One of the problems we have been having is that a high proportion of the positive tests are from patients who are asymptomatic.

We are starting to see a toll on staff because of the prolonging of the virus. We have extra support for staff planned in for the next 18 months at least.

ACTION LSK to share the letters from CQC and Letter to MP

Laura left the meeting.

Feedback from local groups or patient experiences

MM Patient of Clarkson has always had flu jabs in past- phoned GP and was told she was not entitled to it. Her partner rang as well to check to be told the same. They looked up the guidelines and could see that she was entitled so she rang a week later and asked to speak to Dr who said yes she was entitled to the vaccination.

NS a friend who not had flu jab before and over 65 went to Boots to ask about flu jab. Asked if they got colds or not and when they said no they said she need not bother with the flu jab.

AG Parsons Grove PPG not met. They are proceeding with Flu jabs. Usually a patient survey would be done but we have been unable to do that this year.

MK Are the group not considering an online meeting?

AG many are not familiar with Zoom or others and are reluctant to join in.

BT For many in my village it is difficult to get to the surgery for a flu jab. What provision is there for a home visit?

JMN We know the trust are hoping to get flu jabs to people at home where needs be.

ACTION JMN to see if there are any guidelines on who is entitled to a home visit for flu jabs.

VS Visited urology department. It appears a decision to move the clinic had happened over night. Patients were not given a reason for the move. The patients were huddled together and moved on mass to a new clinic. Some had to share a lift with others and a staff member. This was quite disconcerting, and it felt like the virus was not being considered.

ACTION DD to feedback to Laura for a response.

Update Healthwatch- Caroline Tyrrell-Jones

Healthwatch board meetings are held in public so please keep an eye on website to see when the next one is if you are interested.

We have achieved our Investors in Volunteers status during lockdown and we plan some celebration with our volunteers at the end of October.

Most of our engagement is being done on-line and possibly will be for the next 5/6 months. When we do reintroduce face to face meetings, we hope to incorporate digital too.

We are recruiting for a new member of staff (digital engagement officer). Details are on our website.

We are also recruiting for 2 new directors.

GP Website review- There are 86 member practices in the CCG for Cambridgeshire. We also have a few GPs that fall into a different CCG but patients live in Cambridgeshire. We asked our volunteers to look at websites and they looked at between 1 and 12 each (98 in total).

We found that 50% did not have up to date Covid details

Only 22/98 had information about changes to cancer services.

Advocacy or making a complaint it was hard to find details for these.

2/3 did not have accessible information.

The report is available on our website.

We have distributed this to our local CCG the local Medical Council. We have shared with GPs and have offered GP their individually. We will raise our responses with Healthwatch regionally and nationally. We are going to produce a check list that GPs can use when looking at their sites. In 6 months we will do a sample review to see if things have improved.

Covid Survey- this has now been completed. We had more than 1000 responses and our full report will be published this month.

Food and Covid 19- Claire Thompson

Hertfordshire University are working on a study with Cambridge, East Anglia and Essex universities looking at the impact of Covid on people's changes to eating habits or difficulties getting food. The study will run for 4 years. We will be looking at prevention and early detection too.

We are asking people to let us know what prevention means to them and there is a form that can be filled and returned to Claire.

We are looking to interview people over the phone to discuss people's experiences. We will be asking whether weight has increased or decreased and if people have been using food banks etc. Some interim findings have been published.

We have found out so far that some people have just been inconvenienced, ie they have a stable income and some have been doing more about cooking from scratch and exercising more as they have more time. At the other end of scale though we have found that those in temporary accommodation with no cooking facilities, or those over crowded and those who are experiencing domestic violence have not fared as well. Many have been dependent on food banks. We have heard about problems with supermarkets. Long queues, toilets closed and carers not being allowed to accompany people.

We would also like to speak to schools about the provision of free school dinners.

<https://doi.org/10.18745/pb.23113>

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VS I have been phoning people on behalf of Cam Sight asking are they well? are they eating well? Most say yes until you ask more detail. I found one older person had just sandwiches and then one day per week her son came over and gave her a cooked meal. Many people are suffering from depression and despair.

Update from Providers

Gina Edwards CPFT- The NHS is now back to level 4.

We are still taking precautions with staff around infection and prevention. Staff who do 2 or more shifts in care homes are being swab tested.

We have got enough supplies of PPE for the foreseeable future.

We are monitoring staff health and wellbeing and all staff and volunteers have had individual risk assessments now.

Winter planning- we have started the flu vaccines for staff. The discharge to assess process is place to help with freeing beds.

We have recruited 10 new members for the Participation and Partnership Forum. We intake new people every year who have or are using services.

We are looking for governors as elections for 2020 are due. We need governors for various areas across the county.

The Recovery College had a very successful online taster fortnight so we are now running a 5 week Course which started on 22nd September.

Chris Stevens- Oasis Centre We were shut down for a while but open again now. A new integrated neighbourhood manager is in place- Pretty Wilkinson.

Mental health and diabetes have been areas highlighted to focus on. We are setting up a steering group with organisations and NHS. We would like to get a few projects on the go including assertive friends (these people can help other with phone calls etc) and we are looking at what groups are available for people to attend for people with mild to moderate mental health issues. These groups could help prevent mental health decline.

The SUN Network have been promoting “keep your Head” www.keep-your-head.com and I love Wisbech are also wanting to tackle mental health.

We are looking out for funding opportunities to get things moving.

Fe Toussaint- CCG- The CCG have launched “BMI can do it”- Eat well, sleep well, move more campaign. There are tools on-line to help people make changes. We have set an Active Autumn challenge a virtual

Route through Cambridgeshire which totals 62 miles. There will be a new challenge for November.
www.bmicandoit.co.uk

Sarah Kilby-Cambridgeshire Community Services- we are responsible for Dynamic health (physio service) I Cash and special dental services and rehab. We are doing video and telephone calls with some face to Face. We are looking at equality impact assessments for the services and the changes. We would be interested to hear experiences of people who do not have digital access. Sarah.kilby@nhs.net

Penny Scott the job centre has been open just to vulnerable people and we have reopened now for 16-24 year olds.

We can have 14 customers in the building at any time. Everyone is expected to wear face coverings. We triage people at the door.

Many staff are still working from home and we have provided staff with psychological first aid training.

Clare Huntly-Richmond fellowship. We have been working remotely.

We are expecting more referrals at the end of furlough with potentially redundancies.

Some people felt relief during lockdown with the pressure off to look for work.

It has been difficult for people with nearly all voluntary opportunities closing.

Nikki Dekker - PECT We are an organization that gives energy advice. We have been doing this over the Phone. We have been helping people access grants and we have been working with Fenland District Council identifying people who are having central heating for the first time or have inefficient heating.

Vera Shilling-Cam Sight- The list of well-being calls needed is increasing. Of the 26 calls Vera does 19 of those people do not leave the house and the others only with help. The calls are taking longer now and people are feeling isolated. Using technology too can be a bit of a struggle especially with a dual loss.

Cam Sight have a fully furnished van with low vision equipment that can be taken to communities to enable people to see what products are available. We are always interested in potential places to visit.

Next Meeting 3rd December 10-12 on Zoom.