

Fenland Health and Care Forum
Zoom meeting 10am -12pm
Thursday 3rd December 2020

NOTES FROM MEETING

Attending	
Miranda Knell- Chair	Nadia Shaw
Debbie Drew	Janine Newby-Robson
Caroline Tyrrell-Jones	Gill Langley
Rebwar Hussein	Malcolm Bruce
Margaret Fiske	Mia Hansson
Laura Skaife-Knight	Anne Green
Julie McNeill	Michelle Mansfield
Roxanne Boughen	Kathy Cornell
Chris Stevens	Vera Shilling
Jennifer Broadie	Caroline Hebbard
Kulbir Singh	Cliff Edwards
Patricia Chambers	Specioza Nabiteeko
Linda Green	Angie Ridley
Pauline Meakins	Alex Bullimore
Betty Lewis	Cherry Edwards
Apologies	
Leonie Barlow	Stuart De Prochnow
Andy Palmer	Helen Baker
Sarah Kilby	Louisa Bullivant
Sue Harris	

Welcome

Introductions were made and apologies given. Miranda reminded everyone that any experiences should be anonymized, to be mindful that the meetings are public and that we do have members of the press attend. And that the meeting would be recorded for the purpose of minutes. The recording will be deleted once the minutes are approved. The chat box would be open for comments and we will share any links or relevant information after the meeting.

Notes and Actions from previous minutes.

Minutes were approved with an alteration the GP practice is Parson Drove

ACTIONS

The papers from Laura were shared after the meeting.

The issue regarding the outpatient visit was reported to Laura who looked into it. The outcome of this is that guidance was updated to staff on the numbers permitted in lifts.

Home visits for flu jabs are generally only available to housebound people and are done via district nurses. However, each practice makes its own arrangements, so people were advised to call their own practice.

Feedback from local groups or patient experiences

SDP although not at meeting fed back his concerns that dentists are still not doing NHS treatments. He eventually had to go private to get a broken tooth sorted. He had tried his dentist and the emergency dentist.

CS reported that this has been happening regularly and people being told to go to chemist to buy a kit.

MM The dentists have been refusing to see people.

VS Are there any guidelines as to what can be seen at emergency dentist?

JMN Here at Healthwatch we have been involved in weekly/fortnightly discussion with NHS England and CCG and dentists.

Action CTJ to check if there are any guidelines.

CS It has been hard for people to see GPs. A family had a baby with a rash and the GP refused to see it then the whole family had the rash and the GP suggested it was heat rash without seeing anyone. This was George Clare Practice.

MM Has had problems with Clarkson too. She had had a fall and subsequent injury. She went to A/E Wisbech they thought broken. She was referred to Kings Lynn who said it was not broken. As she was still in a lot of pain spoke with GPs who referred her to physio. The physio would not deal with it as they wanted it checked again. MM had a scan at Kings Lynn. She then had an appointment at hospital waited an hour in waiting area and then 20 mins in a cubicle to be told there is nothing wrong (no examination). He said they had scanned as they thought there may have been a blood clot. MM felt the latter could have been done over the phone.

VS People should be able to request an actual face to face contact with GP however many people are being told no they can have a telephone appointment only.

LG Some of the families with children with special needs have found not having to attend the GP practice a bonus.

MH Pre Covid I was always expected to take son to the practice but now the phone calls are better for us too. We are hoping this will still be an option in the future.

Action Healthwatch to check what the rights are to see a GP face to face. JMN will ask at the next Primary Care meeting.

MM Had a meds review over the phone with a pharmacist. This was beneficial as they discovered that a medication had contra indications with another which might explain why it was not working properly.

VS There has been a lot of medicine over prescribing and someone from the pharmacy team came to the Sensory Partnership Board and talked about wastage.

Action MK/CTJ to get Sati or team member to come back to the Fenland forum.

GP website audit- Janine Newby-Robson

Janine gave a presentation

Janine explained that 14 volunteers had looked at GP websites to see how accessible they were. (96 sites in total). As of September 2020, all GP websites should have been accessible but not all websites have signed up to this yet.

We have made some recommendations and asked GPs if they wanted individual feedback about their website. Only 13 have responded so far. We are co-producing, with the volunteers, a guide to what should be on the website and good practice.

This project will be revisited in 6 months to see if there have been improvements.

Janine asked if people were aware of their GP websites and if they had used them. Janine would like feedback on people's experiences of using the sites

ACTION to share Janine's presentation

BMI Can do It- Alex Bullimore

We want to help people Eat Well, Sleep Well and Move More

The initial aim was to help people with a high BMI and those with diabetes or pre-diabetes.

Since the pandemic, the service is for anyone wanting to make small changes to improve their health.

We have been doing

Health checks through pharmacies

Supporting GPs to share information

Working with the Local Enhanced Service for Diabetes GPs have signed up to record BMI

The National Child Measurement programme which measures children in reception and year 6 all children will get a letter and information can then go out to all homes, so families know what support is available.

Website- We have free content for all. You will need to register to take part in a project. Our challenge for December is BMI can fundraise. We want people to do 40 reps of one activity a day (your choice it could be sit ups, lunges, star jumps) and get sponsored to do the reps. The monies raised will go to NHS charities.

What's Next? We are giving all new joiners a challenge and we are adding content now for pregnant women and new mums.

We have been piloting the very low-calorie diet for those who are pre diabetic- it involves 12 weeks of soups and shakes.

VS Sometimes when people become housebound, they do put on weight. Someone who went for endoscopy for cancer was told they were too heavy to have the endoscopy done.

AB Hopefully with the GPs doing more BMI measurements these people should be identified earlier for some input. It would be good to get some information into letters for elective surgery, so people are aware.

RB Everyone Health have a lot of virtual services including telephone for people to tap into.

www.healthyyou.org.uk 03330056093

ACTION RB to share some information with DD to give to VS.

Update QEH- Laura Skaife-Knight

Currently we have 53 +ve Covid cases in the QEH and 2 are on critical care. The numbers have risen in the last few days. We are discharging more patients and there are less on critical care than the first wave.

96% of our staff had had the Flu vaccination and we are hoping to start with the Covid vaccine next week. We are mobilizing staff to administer these and expect to do approximately 700 day on site. We are waiting on details for the rest of the population.

We took over the BMI Sandringham hospital and TUPE 70 staff over. On the 11th Nov we opened 25 beds. These beds are protected for elective surgery. We have seen 270 patients so far. We are using these beds to help get through the back log of people on waiting lists.

The hospital itself is close to 100% occupancy most of the time so little room for increasing procedures.

We are still hoping that we can get some funding from the government as the hospital is now 40 years old and was built to last 30. We do not know the timescales or criteria for these extra monies yet. We are in the process of producing an outline for development.

We are continuing to lobby locally and writing to all MPs to enhance our case.

QU are there any private beds still?

LSK No not at the moment.

Update from Providers

Pauline Meakins- Alzheimer's Society

We are still not doing face to face visits. We are doing companion calls. We are holding some peer support groups online so people can stay in touch.

We are running some CRISP courses (Carer's Resource and Information). There is one for new diagnosis and another for ongoing. Cambridgeshiredementia@alzheimers.co.uk

Vera Shilling- Camsight We are still doing wellbeing calls. Camsight now have a van with low vision equipment on it to take out into the community.

Caroline Hebbard- Reed Wellbeing We are now the diabetes support provider. We are taking referrals from GPs and running programmes on the phone or video groups. People can go online to find their risk score.

Linda Green- Pinpoint. We are an organization for parents/carers of people with disabilities up to 25. We have been running sessions for parents online on Fridays giving support.

MH My son is 27 is there anything for us?

LG You would be welcome to join in we do not turn people away.

Action Linda to get some details to DD to share with MH.

“get it” www.pinpoint-cambs.org.uk

“Because We All Care”- Caroline Tyrrell-Jones

Following on from Healthwatch’s survey Caroline gave a presentation on the Because We All Care campaign. This is a national campaign headed up by Healthwatch England and in conjunction with CQC.

As a follow up to our survey we want to continue to hear people’s experiences of health, social care and dentistry.

AOB

BL previous outside of the meeting I asked DD about the Dexa Scans which have stopped at our GPs I think this is something we should keep on our radar as now people are having to travel further to have one.

JMN At present there is not a provider for this community based Dexa Scans and the CCG are still looking for someone.

MB I am concerned that ear care is no longer being provided by many GPs. The hospital had 1000 referrals for ear syringing. It would be interesting to know what the patient pathway is.

PM Just to let people know it is international day of people with disabilities today and the focus this year is not all disabilities are visible.

MK Announced it was her final meeting and has enjoyed getting to know people. The group wished her well for her future endeavours.

Next Meeting 11th February on Zoom