

Fenland Health and Care Forum
Zoom meeting 10-12
Thursday 11th June 2020

NOTES FROM MEETING

Attending	
Miranda Knell- Chair	Sue Harris
Debbie Drew	Vera Schilling
Caroline Tyrrell-Jones	Ester Harris
Michelle Mansfield	Roxanne Boughen
Barbara Tinsley	Ashley Godfrey
Sam Henshaw	Mark Freeman
Nadia Shaw	Heather Schier
Leonie Barlow	Julie McNeil
Apologies	
Jennifer Broadie	Stuart De Prochnow
Sarah Kilby	Malcolm Bruce
Tracey Bingham	Margaret Jakeways
Melanie Wicklen	Nik Patten

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.

Action 1 Still no specifics but during these changed times Healthwatch will keep watching for specific problems.

Action 4 is still outstanding an Email will be sent to Laura to see if any information was found.

Covid -19 Response Update- Ashley Godfrey/ Mark Freeman

Ashley

Fenland District Council realized before the actual lockdown that measures were needing to be put in place for the oncoming weeks. Very quickly a joined up approach was organized with volunteers being the backbone of the model.

The county council were responsible for those who were shielding but the district councils targeted the vulnerable however anyone who needed help could get it. Lots of groups came together including faith groups, parish councils and charities. The charities have been amazing at diversifying too.

Calls come into an advisor who takes the callers details, logs the call if questions can be answered there and then great but if not the person gets a call back with an answer.

There has been various support offered. Wisbech Town council have been doing food shopping for people, prescriptions and delivering other goods for free. FACT changed their way of working and have been shopping for people for up to 20 items. They have been doing 50-60 deliveries a day (300+) shops.

The District Council have handled 1900 calls and have been working with the foodbanks. They have also been able to give Tesco vouchers to those in need.

VS said she had been shielding but had found it difficult to get shopping slots. She had received a food parcel but it contained very unusual items.

VS has been doing support calls for other visual impaired people and lots of people were needing reading materials?

FACT have been doing amazon deliveries for people.

Other suggestions came in on chat so these will be shared after the meeting.

MM Partner has been shielding and at first had problems getting shopping slots. She received many food parcels which were great but she has cancelled them now.

Mark

MF echoed the comments Ashley said about the diversity of the charities and organisations as well as enthusiasm of volunteers.

The CVS have been working with the charities to see how they can retain some of their volunteers. Many organisations have added to their service. One managed to set up pottery lessons online and a group in East Cambs have organized a walking library.

One thing has been noticed is that across the county there are different levels of service and the district council have been trying to even that out. It has also been noted that digital inclusion is not as good as thought and again the support with this varies across the county. Cambs city gets more funding and provision for young people is good too.

If anyone knows of someone struggling with IT then Mark maybe able to put them in touch with someone who can help. Mark also asked if organisations have old bits of computer ie screens/ keyboards then these can be reused - contact Mark for details.

VS Mentioned the difficulty those with visual impairment are having especially in this new climate- They need people to talk them through using the phone/ laptop etc but this is impossible at the moment. Some people are still worried about using IT.

MF maybe a trusted person to them could talk to them about the advantages?

MM Reported that the speak out council had found that many people they were consulting with did not have equipment or use of internet.

VS reported that a friend was in a care home and had been unable to access IT and had only been allowed to phone husband for 10 minutes in a day as they shared the phone. The care home said staff did not know how to use internet ie Skype.

BT said a cheap sim only phone can be bought for £7 and it maybe worth getting the friend one of these.

MF said there is a scheme that gets phones for patients in NHS or Care homes

ACTION - Miranda has saved the chat and it will be shared with all.

Reports from local groups and shared experiences.

SDP, who was not in the meeting had phoned in a problem he had experienced getting a repeat prescription. He had phoned his GP practice who refused to do his repeat over the phone and he does not have internet. He then had to write a note and walk to GP to put prescription request in and then collect from pharmacy. He has taken up the issue with the CCG who have said they will take it to the mediation optimization team.

BT The WI have been doing similar to others- Shopping for people, prescriptions etc. She has been doing regular calls to 3 people. Many of the WI have been involved in the Fenland Scrubbers who have been making scrubs and face coverings. The WI had also been doing many other virtual things too.

A question was asked about the QEH being open for routine appointments etc.

JMN- The CCG are going to be giving Healthwatch some details soon on what the pathway to normal services will be. At Healthwatch we will actively monitor this.

CQC during Covid 19- Sam Henshaw

Sam's presentation had been shared before the meeting and was displayed on screen.

Questions

VS A friend in nursing home has been confined to room no going into communal areas, is visually impaired and has no visitors. Staff go in the room 2 or 3 times a day. I am concern that's people's mental health is not being thought about. She has no access to technology as staff cannot help.

Sam- if this is happening it definitely needs to be flagged up. You can use our phone number on web site to report this.

SH I do not think this is the norm. I have been hearing of some amazing homes making sure residents are not isolated.

National Diabetes Prevention Programme- Heather Shcier

Heather is the facilities officer for diabetes. Her presentation had been shared prior to the meeting and slides were shared on screen.

LB Many people are at work do you offer these courses/ support in evenings or weekends?

HS We are just starting to do this. We also have an app too.

VS Really it needs to be a course on healthy living as not all people with diabetes are over weight. What is the normal range now? It seems to have changed.

HS Yes research has led to some changes however the blood tests you have done at Drs the HbA1c test measures glucose over the last 3 months whereas the finger prick test you do at home is the “now” so the results cannot be compared.

Update Healthwatch- Caroline Tyrrell-Jones

All the staff are working from home. In the beginning we had to cancel some forums and partnership boards but these are now back on track all be it on Zoom.

Some of the changes we have made may stay as we think other organisations will be changing too. We are still very keen to hear your experiences and we have launched a survey online. It can be provided in other formats if people would like to complete in on paper or over the phone. We would like people to fill it in now and then again if they have other experiences.

We are working on some video clips to go with the survey for social media.

Update from Providers

DD read update from Tracey Bingham

1. Health Visitors, Schools Nurses and the Family Nurse Partnership in Cambridgeshire and Peterborough are introducing online appointments for families in addition to home visits in the next week. These are on a secure appointment system called Attend Anywhere where a family is sent a weblink to join a waiting room where the clinician invites them into a one to one video conference.
2. Since launching the ChatHealth digital promotion on Instagram and Facebook, we have seen a large increase in the use of the confidential text messaging service by young people over all of our localities. We would be very grateful if anyone could share any of the digital promotions by following our links @CambsPboroCYP and liking our Facebook page and sharing content .
3. We are in the process of setting up online focus groups for young people and would appreciate any help in getting young people to join us in discussions from next month. The groups are designed to look at the community services of School Nursing and the Mental Health Support Team which is a new school based initiative.

The Queen Elizabeth shared a summary of their 5 year plan.

ACTION DD to share after the meeting.

Everyone Health Have won the contract for the integrated life-style services for Cambridgeshire and Peterborough and will be active from 1st Oct and is a 3 year contract. We are taking on some more specialist roles ie carers and diabetes.

Cam Sight are still open and their phones are on divert. They are looking closely at the service seeing what can be offered remotely.

VS Many people with visual impairment have lost their confidence about going out and about as they have spent so much time at home.

The forum agreed that this is what is being heard across the board really affecting many people. Pinpoint have found that some families have found it easier going out as it has been quieter.

SH Came into post just before lockdown. AJM Healthcare are still running the NHS wheelchair service during this time. They are attending the wheelchair user forum run by Healthwatch but are keen to engage with others using personal wheelchair budgets.

MM Could Debbie share the contact details for AJM Healthcare.

ACTION DD to send details to Michelle

LB CPSL Mind are still running their good mood cafes (but online) and still engaging with people.

With have open door calm spaces.

We are working with Lifeline and have launched Lifeline Plus phone line between 9-2

AOB

A question was raised about the minor injuries units with Ely being the only one open at the moment.

This is a temporary situation where staff had been redeployed.

MM mentioned that the Speak Out Council was running a session on 26th June on Teams 10 -12.30 on loneliness- this is for people with learning disabilities or autism.