

Fenland Health and Care Forum
Zoom meeting 10am -12pm
Thursday 8th April 2021

NOTES FROM MEETING

Attending	
Ellie Addison- Chair	Andrew Vatatu
Caroline Tyrrell-Jones	Julie McNeill
Debbie Drew- minutes	Sue Allan
Laura Skaife-Knight	Betty Lewis
Gilly Barnes	Samantha Henshaw
Margaret Fiske	Michelle Mansfield
Sue Harris	Stephen Cheetham
Gillian Langley	Kathy Cornell
Mia Hansson	Vera Shilling
Jennifer Brodie	Sarah Macleay
Penny Scott	Sam Clark
Patricia Chambers	Anne Green
Pauline Meakins	David Jordan
Malcolm Bruce	Chloe Humphrey
Stephen Cheetham	
Apologies	
Nadia Shaw	Stuart De Prochnow
Gina Edwards	Cliff and Cherry Edwards
Syrah Arnold	Roxanne Boughen

Welcome

Ellie introduced herself as a new director of Healthwatch and chair for the meeting. Other introductions were made and apologies given. The meeting was recorded for purposes of minutes. The agenda had been moved around to accommodate speaker availability.

Notes and Actions from previous minutes.

Minutes were approved.

Actions

It was agreed to close Action 1 and 18 and to create a new action to update forum when information comes in about dental services (Action 25)

19. Julie explained it is a clinical decision re face to face appointments. At HW we can log experience but have no influence over this.

20 Sati is looking at availability of team to attend future meeting.

QEH Update- Laura Skaife-Knight

- There is a downward trend for Covid and only 4 covid +ve cases at present and none in ICU. Our last covid death was 21st March. We had 220 +ve patients at peak. We are still running 2 emergency departments, but this will be 1 by May.
- We have vaccinated 30000 staff patients and public at the QE and Downham Market.
- Staff sickness is down to 3%
- We plan to reintroduce visiting soon.
- We hope to have volunteers back in in May after they have each had a risk assessment.
- Next week we will be contacting all patients/ or families of patients who we think may have or did catch covid whilst being in hospital to apologize to them. This will be done by senior nurses and clinicians and there will be a helpline too.
- We will have some recovery planning guidance in place soon.
- We are looking at our back log of patients and with the acquisition of Sandringham unit (protected elective surgery) this is helping.
- For the second year running we have managed to hit our financial target.
- We had a critical incident with concerns over the roof in critical care and had to close this for a few days.
- We have been given £20.6 million from the government (which is half of what we need) to fix some of the building problems we have but by 2030 we will need a new hospital. We are still hoping that the QE will be one of the government's choices for a new build.

VS Congratulations on the work you have been doing on Covid situation. Do you envisage that people will be seeking compensation?

LSK We have put systems in place and we are looking at the definite (132) and the probable (172) cases. Each case is looked at individually. We are using feedback and complaints to improve future work. We will publish a report at the end.

PM this is great that you are being honest about what has happened I wonder if this will happen across the country.

Patient groups, experiences and feedback

MM Contracted shingles (have had previously so knew what it was) but the phone consultation with GP said it was not so they would not prescribe the cream I usually use to relieve the pain etc. I was told to get anti histamines. The shingles got worse and it took 3 more calls to get the GP to get a prescription for me. The reception staff at the surgery (Clarkson) are really rude at times too.

MH My disabled son with epilepsy due to covid has not been able to attend his hospital appointments with neurologist in person and we have had phone conversations. Dr Buttery asked at the last appointment how I would like future meetings and if I was happy to have phone calls which I am. This is a lot easier for me and it has been a good service.

I have also needed to get blood tests done for son and the district nurses came twice and managed so well to get bloods. I need to give them praise for this.

I also needed to get bloods done for me for the hospital. I called the hospital to see what I should do as I am 24 /7 carer for son and he would have had to come with me. They said not don't bring

him. I called North Brink Practise and explained that I would need my bloods done at home and they said that because I am not housebound, but son is I could not get a home visit. I asked if I could contact the district nurses myself and they insisted they did not have a number. The bloods were supposed to be urgent, so I was not sure what to do. Eventually I persuaded them to email the district nurse team.

Luckily as they recognized the name and knew my circumstances, they were happy to come and take bloods. Another big thank you to the nurses.

BL will pass on thanks to Neurology team.

ACTION 26 JMN to see if district nurses numbers are generally available or only if you are already being seen by them. DD to share MH details with JMN

VS I am getting an increasing number of people telling me about incontinence problems. Is there still an incontinence service with a designated incontinence nurse? If there is a service how do people get referred.

Are there leaflets/ brochures around that can advise people what products do what and other self help ideas?

A lady I have been talking to was given some full nappy type products when really, she needed pads.

MM has managed to get medication changed after a conversation with a nurse around incontinence. The nurse has phoned a few times to see if the change has improved things.

JMN at HW we did manage to get someone a better service and support around incontinence. The most likely way to get support will be a referral from the GP or district nurse. There is a national organization that has some useful leaflets and advice.

<https://www.bbuk.org.uk>

ACTION 27 DD will contact Louisa from CPFT to see what service is available at the moment.

MH A person in early stages of dementia is struggling to get a GP appointment because she has lost the skills to navigate the system. Could someone get past this and be able just to speak directly to a receptionist.

JNM The GP needs to ensure it is accessible and it may mean that the lady's son might need to write to explain the situation.

PM Sometimes dropping an email to the surgery would be a quicker response. At Alzheimer's we have advisors who can help people get appointments.

AG The process of reporting a complaint to a GP seems limited. You either report to the practice (which people worry about repercussions) or report to NHS England is there anything in between?

JMN The practice manager is the usual route and even if you go to NHS England, they will need your consent to contact the practice.

EA Healthwatch collect feedback about surgeries but do not pick up individual complaints, but it can spot a trend if there is one.

JMN You are also entitled to the statutory advocacy service if you need support to address the issue.

CQC Update- Samantha Henshaw

Sam shared a presentation with the forum. Sam explained that although things had to be done differently during the pandemic, they never stopped regulating.

The core focus of inspection activities were:

Supportive- work where we are helping the system to deal with COVID-19 or to help deliver for the future.

Proactive- planned programmes of work to look at specific things that either address ongoing and clear risks or create capacity in the system.

Reactive- work following up on ad hoc risks and concerns raised with us by the public or whistle-blowers.

CQC have revised our “*Registering the right support*” guidance to make it clearer for providers who support autistic people and/or people with a learning disability.

Now called **Right support, right care, right culture**, this updated guidance has a stronger focus on outcomes for people.

The Department of Health and Social Care has asked the Care Quality Commission to review how Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) decisions were used during the coronavirus pandemic, building on concerns that CQC reported earlier last year.

The final report is due soon.

PC With the new allowance of people visiting in care homes why is it not equal across the board? We have 2 family members in carer homes, and one allows just one 15 minute visit once a week, the other allows 45 minutes twice a week.

SH Care homes need to make sure people are booked in. There is nothing in the guidance about time people should be allowed to spend with relatives, so it is up to the care home. It may be difficult where there are many residents to fit all the visits in for longer.

Update from CPFT

An email was sent by CPFT.

ACTION 28 DD to share the email after the meeting.

Provider Updates

Pauline Meakin-Alzheimer’s Society

We have changed our contact number to our new **Dementia Connect** helpline 0333 150 3456 to increase our hours of availability during weekday evenings and at the weekend.

We have not re-started our face-to-face support and continue to support carers and people diagnosed with dementia virtually and by telephone.

We are also involved in the integrated neighbourhoods, working closely with local GP surgeries and social prescribers.

Sue Harris- AJM Healthcare

We have remained open during the whole pandemic ensuring people are still getting access to wheelchairs and wheelchair repairs. We have seen a small decline in repairs being required due to people not going out and about but envisage this changing once lockdown has ended.

Steve Cheetham- we have been working with the Doddington Hospital Project and would like to come to a future meeting to discuss this more. We want to bring services together for people.

ACTION 29 Caroline to organize this with Steve.

AOB

Ellie asked the forum if they had any suggestions for future meetings and to feedback to Caroline or Debbie if they think of something outside of meeting.

Mia shared her work on the Bayeux Tapestry replica with the group and explained she was doing some talks on this.

Next meeting 10th June 10-12 on Zoom