

**Fenland Health and Care Forum**  
**Zoom meeting 10am -12pm**  
**Thursday 11<sup>th</sup> January 2021**

**NOTES FROM MEETING**

<b>Attending</b>	
Caroline Tyrrell-Jones- Chair	
Debbie Drew- minutes	Sue Allan
Rebwar Hussein	Sandie Smith CEO Healthwatch (SSm)
Laura Skaife-Knight	Julie McNeill
Margaret Fiske	Michelle Mansfield
Kay Mayor	Pat Brown
Roxanne Boughen	Kathy Cornell
Chris Stevens	Vera Shilling
Jennifer Broadie	Frances Hair
Penny Scott	Cliff and Sheila Edwards
Patricia Chambers	Susan Simpson (SS)
Pauline Meakins	David Jordan
<b>Apologies</b>	
Anne Green	Stuart De Prochnow
Malcolm Bruce	Jenny Brodie
Betty Lewis	Louisa Bullivant
Mark Cook	Gill Langley
Nadia Shaw	Gina Edwards

**Welcome**

Introductions were made and apologies given. The meeting was recorded for purposes of minutes. The agenda had been moved around to accommodate speaker availability.

**QEH Update- Laura Skaife-Knight**

- There are 162 +ve Covid patients in with 8 in Critical Care. This is a reduction on what it has been and we are hoping that this decline will continue into the weeks going forward.
- We are still running two emergency departments- Covid and Non Covid
- The only elective we are doing at present is endoscopy. We are hoping to resume other activities soon. Emergencies and cancer patients are still being seen.
- We have been doing vaccines since 30<sup>th</sup> Dec and have vaccinated 16459 people to date- 7700 patients and 5300 staff and health and social care workers.
- Staff sickness was at 12-13% at peak but is now at 9%

- Many staff have been redeployed to the vaccine centres that are open 7 days a week for 12 hrs.
- We invested some charity monies into staff support. We have a dedicated clinical psychologist to staff wellbeing. We have been commended for the levels of staff support.
- We have appointed some new family liaison officers. They are helping families keep in touch with relatives in hospital. We have a family helpline which is able to take calls 8-5 Monday to Friday and 9-4 on Saturday/Sunday. The number for this is 01553214540.

#### Moving on

- We remain in special measures. At an interim inspection we were rated good for caring over all areas. The maternity unit has had five of its conditions lifted and we have applied for 11 more conditions to be lifted. We are expecting another inspection in springtime.
- Newly appointed Chief Nurse Alice Webster has come on board as an executive director.

#### Notes and Actions from previous minutes.

Minutes were approved with alteration to name spelling and a correction in phone number for Everyone Health being 03330050093.

JM reported that NHS England are asking dental practices to provide a higher proportion of NHS patients (45%). Some practices are having problems with this.

Locally they are looking at a new type of dental service for emergencies and some routine. There is a survey for people to feed into.

[Extra NHS dental services - have your say! | Healthwatch Cambridgeshire](#)

Nationally Healthwatch England have been taking the feedback and are lobbying NHS England to have a review of dental services.

#### Covid Update- Sandie Smith Healthwatch

During this pandemic appointments and operations have been delayed.

The vaccination programme in this area has been going well. People are being asked to wait to be contacted however if you are over 70 or in the clinically extremely vulnerable group you can ring the national booking number 119 to get an appointment.

GPs are getting ready to start on the next cohort of patients.

The time gap between vaccinations is not thought now to be as important as before and 12 weeks is fine to wait for a second vaccine.

There is discussion that it may be that people receive one of each sort of vaccine but at present this is just under trial.

Healthwatch have limited influence on this however have raised the profile for carers (who are now in band 6) and those who are housebound.

Lateral flow testing is happening in 6 areas around the county for people who can not work from home. They need to be prebooked. This has been happening for health and social care staff and school staff for a while now. These tests are for people who do not have any symptoms and thus can detect a positive result and enabling that person to isolate thus reducing contacts.

<https://www.cambridgeshire.gov.uk/residents/coronavirus/coronavirus-covid-19-rapid-community-testing>

### **Feedback from local groups or patient experiences**

Many of the group had had vaccines or knew of people who had.

CE SE went to the hub for their vaccine and found the service excellent and staff were very kind.

Several people had to call to see when they could get a vaccine- there seemed to be some delay then after having managed to get one booked- maybe travelling a distance- then get a letter asking them to book appointment. It has been confusing for many.

VS FACT the community transport scheme have been trying to get people to vaccine sites.

Caring together are also trying to help carers with transport.

FH has 86 yr old father living with them and he did not get a letter or a call-if it had not been for family living with him he may well have been still waiting. There must be others that have waited.

VS what does someone do who has not registered at a GP? A 82 year old generally fit and healthy who has not seen a GP in many years.

JM The person really needs to register with a GP.

SS Every member of the team have been helping out at Doddington vaccination site and it all has been running smoothly.

PB I was one of the first to get vaccine here and it did run very smoothly.

FH A young person with mental health problems had problems accessing a dentist. They were desperate to get their teeth looked at but could not be seen. The person then attempted suicide and ended up in A/E.

JMN If there are any similar cases, we may be able to liaise with specialist dental service.

**ACTION (24)** FH to share email contact with JMN

PS Has been waiting for a dental check-up. The appointment has been cancelled over the last 18 months. However, if I am willing to pay to go privately I can get an appointment straight away.

SSm We are keeping an eye on this at Healthwatch.

VS a few people have told me surgery has been cancelled due to them being obese. Is this happening everywhere?

RB Healthy You are offering support around weight loss maybe these people could tap into some support around this.

JMN It is quite common for people to be asked to lose weight before surgery can be considered.

VS with a lot of services asking for things online etc this can be very difficult if you are visually impaired. Maybe the supporting charities around could help people access these services?

FH Many people are worried about going online with the increase in abuse or misinformation. Without support it can be difficult to manage.

RH we also have to consider people's literacy levels too.

## **Provider Updates**

### **Vera Shilling - Cam Sight**

- We have a mobile unit that can visit people at home. We hope to take this to market places etc
- We are working on the loneliness policy and are having draft conversations.
- We are seeing increasing numbers of people needing to be referred into mental health service but the waits to be seen are far too long.

### **Frances Hair- Centre 33**

- We have been working remotely (we work with 13- 25yr) and because of this we have been able have a bigger offer.
- We have continued with telephone counselling.
- We do have a waiting list for this (5 months) and people really should see their GP.

### **Roxanne Boughen- Healthy You**

- We are offering virtual support via telephone and video calls.
- Our NHS health checks are still being done face/ face for 40-70 year olds
- The core Lifestyle Service also includes Tier 3 Adult Weight Management, which is commissioned by the local CCG. We can offer 12 weeks free with Slimming World.
- For more information about the services and for referral information, see [www.healthyyou.org.uk](http://www.healthyyou.org.uk).

### **Pauline Meakins- Alzheimers**

- We are continuing with the telephone welfare and companion calls
- For carers in crisis we are offering an enhanced service of daily calls
- The feedback we have been getting suggests that this has been invaluable.
- We have been helping with discharge form hospital needs.
- We have been running some virtual groups too.

### **Kathy Cornell- Care Network**

- Our Check and Chat need has grown
- We have 40 volunteers working throughout Cambridgeshire- some are helping people can get shopping and meds but this has improved.
- Anxiety is up for many people and we have mental health trained staff who can talk to these people.
- Our volunteer drivers are abl to take people to vaccination centres but there is a small charge for this.

### **Susan Simpson - Age Uk**

- We have been assisting with the winter pressures and the discharge from hospital process.
- We have a service 365 days a year between 10-4. We can offer a range of services which include emergency shopping and prescription collection.

## **AOB**

SS Healthwatch's next board meeting is in the middle of March just drop us an email if you would like to join in.

NEXT MEETING April 8th