

Greater Cambridge Health and Care Forum  
Zoom Meeting 10-12  
5 Aug 2020

NOTES FROM MEETING

<b>Attending</b>	
Frances Dewhurst- chair	MJ Black
Caroline Tyrrell-Jones	Sue Allan
Debbie Drew	Paul Jobling
Graham Lewis	Gina Edwards
Beverley Young	Karen Chambers
Bill Jones	Julia Rutherford
Russell Henke	Lorraine Hannant
Kadie Chapman	Graeme Hodgson
Ekta	Christine Trevorrow
Dzifa Agbenu	
<b>Apologies</b>	
Joan Monk	Mark Freeman
Sue Harris	Vicki Haywood
Gillian Langford	

**1. Welcome- introductions**

Frances welcomed everyone and introductions were made. It is great to see some new faces.

**2. Minutes and actions raised.**

The minutes from June were approved.

Action 4 the campaign has now been launched

Action 3/5/6 Complete

7. No further information has been received.

8. GL emailed Gillian but has not had an update.

**3. Reports from Groups and Experiences**

GL reported he has been involved with a group looking at help for people who have no recourse to public funds. It has produced a tool kit to help identify the people that fit in this category. They have been looking at what support is available and if people can get supported under the Children's Act or Carer Act. Under 100 people have been identified across Cambridgeshire.

KC Attends the Patient Reference Group and wondered if there was some duplication within the 2 groups.

CTJ There may be some over-lap but the forums will probably have some different aspect to the PRG. Also, the forums are open to anyone (members of public or professionals).

**ACTION GL and KC to have a conversation**

#### **4. National Diabetes Prevention Programme-Liz Fowler**

Liz gave a presentation explaining about the courses they run, and support given for pre diabetic people who have had a blood test (HbA1c) that would show if they in the prediabetic range. This course previously had only been on offer to those who have had the blood test, but Diabetes UK have launched on their website “are you at risk”. You need to have accurate weight height and waist measurement but within 3 or 4 minutes it will tell you your risk levels and if you are eligible to join the course.

**ACTION DD/GL to share the slides after the meeting.**

FD Group support is always helpful how is this happening with the virtual meetings.

LF We have been running some meetings on teams and people seem to like the experience. In fact, attendance has been better. We did change the content slightly.

This will be our method of delivery for a while we think. We are also able to offer people a choice in which language it is delivered this way as you don’t have to be in a specific area to access say an Urdu group. Our booklets are also in various languages.

**ACTION Liz to share the list of available languages**

FD Are you getting people of working age? Have you worked with any HR departments?

LF Since working remotely the number of working age people has increased slightly. Moving forward we hope we can offer some courses to employees of bigger firms at a time which suits the organization.

#### **5. Healthwatch Update- Caroline Tyrrell- Jones**

Most staff are still working at home and some are popping into the office one or two days but this is limited. Our forums and partnership boards are meeting on Zoom at present.

We are pleased to announce we have been awarded the “Investors in Volunteers”.

We have, along with our volunteers, been looking at GP websites. We have been checking if they are up to date, have information on Covid 19, how accessible they are and information on cancer care. We will feed back our results to individual GPs but also to the CCG.

Our Information and signposting team have been very busy especially in the last 2 weeks. We have received questions about medical appointments/ treatments. Patients are wanting better communication.

People are having problems accessing NHS dentists and appointments are delayed. This was focused more on Peterborough in the past but is now across the county.

There have been some problems with people registering with GPs. Some asking for numerous bits of identification which not everyone has. This is not a requirement and GPs need reminding that the process should be easier.

Some people have been worried at perceived relaxing of GDPR regulations.

Our Covid 19 survey is continuing. Two reports have been pulled from this and are on our website. Please keep filling these in after new experiences.

In most people had a good experience of using health services during the pandemic although communication was not always good. A third of people are still putting off going to see the GP which is worrying.

## **6. A vision for domiciliary care- Karen Chambers**

Papers were shared before the meeting.

Karen asked for people's views on what they feel are the most important things re domiciliary care, What are the thoughts on micro enterprises, hospital discharge and personal budgets/ direct payments.

BY At Age Uk one of the biggest things we hear is about people not getting care at the designated time. People not being got up til late others being put back to bed before 6pm just so they can be "fitted in"

MJB This in itself can have other health care consequences ie pressure sores.

KC We are working on a project around hospital discharge pathway and we will be asking views on this too.

BY People are also worried about complaining.

KC This is unacceptable because organisations can learn from the complaints and improve what they offer.

FD Do you think people's expectations are not reasonable?

KC It really depends on where and when the packages are discussed. Sometimes they have been discussed without the person present and then that person may expect something different. This needs to be a clearer process.

RH- on chat- It is important to have carers you are familiar with as well as the right sort of carers. I want carers to respect I have some views myself and to respect my choices.

**ACTION** GL to share Karen's document

## **7. Voluntary and Community sector CCVS-Christine Trevorrow**

We have been working throughout supporting smaller organizations with funding and grants. We have offered some online training, supported organizations with staff coming out of furlough. Some organisations are starting to reintroduce face to face meetings in small groups or outside. We have been helping with contingency planning.

FD How has the change in practice affected insurances such as public liability insurance? Are venues opening up?

CT There has been lots of guidance and venues are working very carefully to reopen including lots of extra cleaning. Organizations need to risk assessments for each engagement/ scenario.

## **8. Hub Update- Vicky Haywood sent GL some details**

There were some 3200 people shielding in the city and only a few of these have been unable to get support through other sources. The Hub have managed to get support from either social care or

Care Network. The staff have now been reintegrated into the council and calls now come to customer services at the city council.

Eight new food hubs have been set up around Cambridge and there has been some funding for emergency food packages.

A lot of services are reopening even if it is only by phone.

We have been doing some evaluation and looking to see the positives and negatives and to see if any of the positives can be incorporated into future plans.

We have been looking at prevention management- how to handle outbreaks and how we get the public to comply to isolation.

FD There seems to have been an increase with street drinkers/ homeless again in Cambridge what is being done to reduce this/ support people. What are the future plans?

FD Has there been an increase in the uptake from foodbanks- many people are being made redundant now the furlough has stopped?

VH Answered after meeting

Anecdotally, we are seeing an increase in use of the food hubs and FoodBank, over 300 people took part in surveys over the last two weeks and we're analysing them to understand if their needs are new or were there before Covid.

When we've analysed this I'll share something on this.

KC When lockdown started there was some good information that came out of the council for people using direct payments or personal budgets however as things have changed it would be good to get some further clarifications.

**ACTION** VH to find out more about homelessness strategy

**ACTION:** GL to see if County Council have further updates for direct payments etc.

## **9.Provider Updates**

Gina Edwards CPFT- we are still working at Level 4 major incident. Many staff are still redeployed.

The following link provides general members of the public with information regarding our service changes as part of the COVID-19 response -

<https://www.cpft.nhs.uk/about-us/covid-19information.htm>

The Partnership and Participation Forum are looking for new members. The closing date for applicants is 16<sup>th</sup> August.

The Recovery College has been running course on line

## **AOB**

**ACTION-** to share Ekta's details

Next meeting 7<sup>th</sup> October