

Greater Cambridge Health and Care Forum
Zoom Meeting 10-12
2 Dec 2020

NOTES FROM MEETING

Attending

AB	Alex Bullimore	BMI Can Do It
BJ	Bill Jones	Speak Out Leader for Cambridge and South Cambs
BW	Brian Walker	
CTJ	Caroline Tyrrell-Jones	Healthwatch
DD	Debbie Drew	Healthwatch
FD	Frances Dewhurst	Chair
GL	Graham Lewis	Healthwatch
GLa	Gillian Langley	East Anglia Ambulance Service NHS Trust
JNR	Janine Newby Robson	Healthwatch
JM	Joan Monk	
KC	Kadie Chapman	
LB	Louisa Bullivant	CPFT
NH	Nicola Hallows	Cambridge University Hospitals
SA	Sue Allan	Everyone Health
SC	Szara Coote	Citizen Senate

Apologies

SH	Sue Harris	AJM Healthcare
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1. Welcome- introductions

Frances welcomed everyone and introductions were made. The meeting was recorded for purpose of the minutes

2. Minutes and actions raised.

The minutes from October were approved. All items on action log were completed. The new service provider for diabetes is Reed Wellbeing.

3. Reports from Groups and Experiences

Just a reminder to people that any experiences can be fed into Healthwatch at any time not just at these meetings. Also our advice and information team can help with queries.

4. GP Website report- Janine Newby- Robson

Janine gave a presentation which had been shared prior to the meeting.

JNB explained that 14 volunteers had looked at GP websites to see how accessible they were. (96 sites in total). The full report can be seen on Healthwatch website.

QU How many sites had videos on them?

JNR Not many and we have recommended that they have some BSL on them too.

QU Many sites seem to use the same website provider is it always the best?

JNR There is a cost to running a website so GPs need to consider that too.

QU Are there any links on the sites to link workers or social prescribers?

JNR Only a few had a page for these.

FD Social prescribers have only been being recruited over the last 18 months and some areas are really recent. There have been conversations around the websites.

The accessibility widget was discussed and people felt there were probably better alternatives that people in the UK would recognise better.

5. Healthwatch Update- Caroline Tyrell-Jones

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.

QU Are there regular themes cropping up?

CTJ Yes access to appointments with GPs and the need to have phone calls or digital means to take part. Lots of dental enquiries.

QU Were there questions around extra charges- our dentist charged an extra £7 for PPE.

CTJ The problems mainly seem to be that dentists have not got the capacity to see everyone as they have to leave rooms to air after treatment. Here at Healthwatch we are in very regular contact with NHS England and the CCG.

6. Voluntary and Community Sector Update

Mark Feeman was unable to attend but was hoping a member of staff could join instead.

GL is happy to feed any issues back to him

7. Hospice at Home- Arthur Rank

This has had to be postponed until our next meeting.

8. BMI I Can Do It- Alex Bullimore

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

The initial aim was to support people with a high BMI and/or Type 2 diabetes to make healthy lifestyle choices, in order to give them a better chance of fighting COVID-19.

However the service would benefit anyone who would like support with getting healthy,

during and beyond the pandemic.

We have been doing

Healthchecks through pharmacies

Supporting GPs to share information

As part of the Local Enhanced Service for Diabetes, GP Practices will be routinely recording BMI to help us identify patients who might benefit from our support

The National Child Measurement programme which measures children in reception and year 6 - all parents/carers will get a letter as part of the NCMP that also includes signposting to BMI Can Do IT, 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.

If you register on the website that means you will also receive the monthly newsletter with all the latest news, blogs and challenge information.

We hope to begin a Very Low Calorie Diet pilot soon, aiming to involve pre-diabetic patients or people with a high BMI - it involves 12 weeks of soups and shakes.

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.

Our website has healthy option meals- we have worked with different communities to include different types of meals.

JNR Are you logging people's ethnicity? I will be doing some work around diabetes in the South Asian community.

AB No we are not doing this at present.

9.CQC Update

This has also been moved to the next meeting's agenda.

10. Hub Update

GL has had no correspondence from Vicky.

Business is as usual and the hubs are accessed through the call desk at the councils. Most staff have moved back to their original roles. Lots of information is being shared ie foodbanks and financial help.

11. Providers Update

Gill Langley- East Anglia Ambulance service

Our community engagement group is looking for new members particularly from Cambourne and Peterborough. We work as a critical friend. [Community Engagement Group \(eastamb.nhs.uk\)](http://CommunityEngagementGroup(eastamb.nhs.uk))

We interview patients who have used the ambulance service- we record some of these and play them back to the board so they can use them to improve the service.
If anyone has used the ambulance service we would love to hear from them good or bad we would be happy to get in touch with them and discuss further. Involvement@eastamb.nhs.uk

Louisa Bullivant- CPFT

We are piloting the lateral flow covid tests along with other trusts. Staff have volunteered to do these and they test themselves twice a week for 3 months.

We expressed an interest in some funding from NHS England and were successful. It is looking to reduce some digital exclusion. We are working with volunteers to help people who have been discharged from Addenbrookes access appointments etc online.

KC So far there has been no access to swabs for staff who work in people's homes ie those on Direct payments. Is this likely to happen?

LB This is not an area I work within

Action LB and KC to chat outside of meeting.

Nicola Hallows- Cambridge University Hospital

We have launched a new website which is hopefully more accessible- it is being loaded in Increments.

We have produced an attending hospital video and it has BSL too

We are contacting everyone on our waiting lists to let them know they have not been forgotten.

Visiting is allowed but very restricted and needs to be booked. We have a carers passport in place for those who need it.

Families can still speak to the ward, "letters for Loved ones" is continuing, we will laminate photos for people to have at their bedside.

Clothing and other belongings can be handed to main reception for getting to patients.

Out patient appointments are still taking place.40% are on the phone or attend anywhere video Call. Feedback has been very positive.

We have taken phlebotomy off site and its in the Newmarket Park and Ride site.

Covid cases- we did have 40 at the peak but now have 35.

KC reported that they had had to have a phone appointment twice which was difficult as she was supporting someone from another household. It meant she had to set up a zoom on her lap-top and talk on phone. A video call was requested but they were told this was not possible.

NH This should have been made available.

Sue Allan- Everyone Health We have our carer's health trainer role going live in January and we will be working closely with Caring Together. We just working to clarify the referral route.

Date of next meeting

3rd February 10-12 Zoom