

## Greater Cambridge Health and Care Forum

Zoom Meeting 10-12

3<sup>rd</sup> February 2021

NOTES FROM MEETING

Attending	
Philippa Brice- Chair	Sandie Smith
Graham Lewis	Rebwar Hussein
Caroline Tyrrell- Jones	Sue Allan
Debbie Drew - Minutes	Heather Lord
Gillian Langley GLA	Sean Nightingale
Chelsia Lake	Julia Rutherford
Kadie Chapman	Val Moore
Nicola Hallows	Mark Taylor
Brian Walker	Vicky Haywood
Joan Monk	Samantha Henshaw
Paul Jobling	Szara Coote
Apologies	
Jennifer Seymour	Deborah Prince
Melanie Wicklen	Jane Carpenter
Gina Edwards	Debbie Bush
Emma Bradfield	Elspeth Jones
Mark Freeman	Bill Jones
Frances Dewhurst	Samantha

### 1. Welcome - introductions

Philippa introduced herself as a new director at Healthwatch who has agreed to chair these meetings.

Introductions were made and then all were asked to be on mute unless they were wanting to speak.

### 2. Minutes and actions raised

Alexandra Bullimore asked for a few alterations to her section - this has been amended for the published copy. Minutes otherwise approved.

*Action log:*

17 has been completed

13 Vicky has joined the meeting

### 3. Covid-19 update - Sandie Smith, Healthwatch

- Public health have reported that cases are down by 22% in this area and there is hope that this reduction will be reflected in a reduction in hospital admissions and deaths.
- Rapid flow testing has been expanded. There are several sites across the county including one in Arbury.
- Vaccinations - many staff have been trained up to do this. The sites do not know until the day before what supplies are arriving.
- Healthwatch are working alongside the CCG to get particularly vulnerable people to take up the vaccine offer. Rebwar and Graham are working on this with the CCG.
- There are new big vaccine centres up and running- one in the Grafton Centre as well as one in Huntingdon and one in Peterborough.
- There is information on the Healthwatch website as well as the CCG and GP websites. You do not need to call your GP about receiving a vaccination, you will be contacted.
- Question raised around housebound people - reassurance given that these will be done at home by the district nurse team.
- Questions regarding carers raised - those employed through agencies or via a direct payment are entitled to vaccines. It has been more difficult for those who are self-employed to get registered for them. Unpaid carers should be in band 6 for immunization and will be contacted if they are on GP system as a carer, ie. entitled to flu jab. It was suggested it is probably worth making sure the GP knows you are a primary carer for someone.

JM: There is a lot of information about the different vaccines and their effectiveness. This is confusing for people, and clearer messages about each vaccine are needed.

**ACTION:** Sandie to feed this back to Angie Ridley, Communications Manager at Healthwatch, who attends the CCG's vaccine communication meetings.

SA: Who is getting the lateral flow testing? There must be people who have to go to work who could benefit?

GL: This issue has been raised and the new sites will help with this as well as organisations/ businesses being able to register to offer the testing.

#### **4. Reports from Groups and Experiences - Rebwar**

GL: During lockdown I have been receiving treatment for arthritis and have been able to find out which type it is. I had an online appointment with the gastro team on Monday, which went well. I was able to see the consultant and could see they had empathy, with what I was saying. It was far better than just a phone conversation. They said to log-in 10 minutes before hand which was fine however, they were running late and so I sat for 40 mins not sure if I had been forgotten. It would be good if something had been displayed on the screen saying about the delay, or thanks for waiting we know you are here.

JR: Husband had some excellent service from the eye clinic:

- Was having an issue with his eye (had history of partially detached retina in other eye a few years before).
- Couldn't decide how best to get referred to hospital (last time it was via optician).
- Decided to just call Eye Clinic at Addenbrookes to ask which would be best route

- Left a message on the clinic's answer machine about 9am
- Received phone call within an hour with appt for that afternoon where they did tests followed by cryogenic treatment.
- Prompt Eye Clinic appt to check success of treatment
- It had not worked, so was offered an operation the same week
- All pre-op checks done at Addenbrookes on the same day, plus visit to Newmarket Road Park and Ride for blood tests.
- Day surgery followed by post-op check-up a few days later by consultant
- Eye Clinic appt follow up

JM: Reported that people are struggling to get follow appointments...there seems to be a backlog.

SS: Do you know if people are receiving letters regarding appointments/ delays in treatment etc?

GL: I have been waiting 7 months for a scan, but I received a letter at the 18-week stage assuring me that I had not been forgotten.

DD: Husband received a letter saying that many appointments were being delayed due to Covid-19, but they would not be forgotten. It was obviously a generic letter and my husband had an appointment for the following week, so it was not clear if this had been cancelled. We had to phone and found out that the appointment was still on. We were told that this had caused confusion with others too.

HL: Two weeks ago, a family member had an emergency and was taken to Peterborough hospital and was moved on to Addenbrookes. The care they received was excellent. The treatment involved using 2 services and some co-ordination was needed. This was done and the family member has been able to continue with treatment at Peterborough.

SC: A neighbour became unwell whilst with me and I had to call an ambulance (even though they were not keen). I was told the ambulance would be 40 mins, but it arrived in 15mins. They arrived at Papworth 40 mins later and taken straight into theatre where a stent was fitted.

## **5. CQC update - Sam Henshaw**

Sam gave a presentation which had been shared before the meeting.

In this month's Covid-19 Insight issue 7 report the CQC share further data on the designated settings scheme for adult social care, and also look into more detail on data on deaths from COVID-19-19.

The CQC want these insight reports to help everyone involved in health and social care work to work together to learn from the pandemic.

Hospital bed occupancy and designated settings: the CQC look at how the increase in hospital admissions compares to the potential capacity of beds in designated settings and alternative arrangements in each region of England.

The CQC are looking at further at data on deaths in adult social care, in terms of learning disability and ethnicity.

The CQC would like feedback on their strategy. There is a form online to give feedback and this closes at 5pm.

## **6. Hub update - Vicky Haywood**

- Cambridge city hub is still there for anyone who needs support. Some people who are isolating maybe having problems accessing food. There has been a big financial impact from Covid-19 too.
- The 3<sup>rd</sup> lockdown has seen a reduction in the number of people needing support, however those coming forward have more complex needs, and we are looking at ways to work with our partners how to support these people.
- We have 3500 extremely clinical vulnerable on the city list. We call any new people added to the list and others get letters and communications.
- Lots of people have developed ways to become independent from the hub support.
- Some people may have built up some dependency and we are looking at ways to improve those people's independence.

SS: What are the plans for the future of the hubs?

VH: There has been some cross over with services and working with 'Think Communities'. This will take some time to build on. There is a huge amount of food poverty in the city. We are looking at more sustainable models but without getting people dependent on support.

SS: South Cambs are doing similar activities but dissolved into smaller, local parishes.

## **7. Addenbrookes Update - Nicola Hallows**

- Before Christmas we were in recovery and nearly back to baseline service performance. We were bringing our waiting lists down.
- Now we have had a huge influx of cases with 250 at our highest with many people needing intensive care. Staff have been redeployed to help out and some orthopedic theatres have been used for critical care.
- All non-urgent surgery has been delayed and our waiting lists are increasing as a result of this.
- Yesterday we had 166 Covid-19 cases in the hospital and critical care was still very busy especially as we take in cases from around the country, particularly trauma.
- We have been writing to patients on waiting lists letting them know that they are not forgotten. There is prioritizing of patients and many are not being seen at all. We have information on our website about the waiting lists as well as restricted visiting, and about how appointments are happening.
- PALS are still managing our 'Letters to Loved ones' service. We are delivering items to inpatients from relatives who are able to drop items off at reception. People fill in a form and the essentials are taken to the appropriate ward.
- Out patients- Numbers of appointments have reduced, however we are still doing about 10K. There are a lot of virtual appointments and getting very positive feedback from these particularly the video appointments. Clinicians are also OK with these are its better than not seeing people. Fifty percent of follow up appointments are virtual.

- We are looking for a more permanent site to run the phlebotomy service from.
- Vaccinations for staff are being done at the Deakin Centre.

KC: I believe the ambulance trust was slow in getting vaccines for their staff; has this improved now?

NH: These are not being done by us. CPFT staff are being done at Papworth.

GL: There was a slow start for the vaccinations, but most staff and volunteers have been vaccinated now.

JM: I heard that 2 new wards were being put on the car park at the Frank Leigh Centre. Can you tell us what these are for and when they will be in use.

NH: Yes, there will be 120 beds hopefully operational by autumn and will be for patients that need less care and are nearly ready for discharge.

## **8. Provider updates**

### **Cambridge City Council - Vicky Haywood**

New homelessness strategy:

- The new strategy focuses on prevention, partnership working, minimizing homelessness.
- Funded £750,000 to partner organisations in the homelessness sector.
- What has developed is a comprehensive Streets to Home service
- Since pandemic struck and national 'everyone in' order was given, 280 offers of secure accommodation have been offered.
- There are around 50 people still in temporary accommodation at a student accommodation block in the City. They are supported with access to food/laundry etc
- Whilst the cost of everyone in is not fully covered by central government, Cambridge has a commitment to ensure everyone is housed and supported to move into more secure housing.
- Despite the pandemic, a number of new sites of housing pods have been released including at
- Newmarket Road and in Chesterton. This is a £12Million initiative, work between Hill (developers), the city council (pods on our land) and Jimmy's night shelter - it will provide 200 modular homes over the next 5 years
- <https://www.cambridge.gov.uk/news/2020/12/14/former-rough-sleepers-look-forward-to-christmas-in-new-modular-homes-in-cambridge>

**ACTION:** VH to share links with GL for sharing post meeting.

### **Everyone Health - shared by DD**

Everyone Health has been funded by Cambridgeshire County Council and Peterborough City Council to deliver the core element of the Integrated Lifestyle Service, which started on the 1st October 2020. The service is delivered under a new brand - Healthy You.

- The service supports residents across the area to improve their health and wellbeing, such as stopping smoking, reducing alcohol consumption, increasing physical activity levels, improving dietary intake and to achieve or maintain a healthy weight.

- The core Lifestyle Service also includes Tier 3 Adult Weight Management, which is commissioned by the local CCG.
- For more information about the services and for referral information, see [www.healthyyou.org.uk](http://www.healthyyou.org.uk).
- We are also on Facebook and Twitter @HealthyYouCP.
- We have a new Carers Health Trainer service launching 8<sup>th</sup> February in the South Alliance (South Cambs, Cambridge City and East Cambs).

#### **Ambulance service - Gillian Langley**

We are doing some co production work with Healthwatch's with volunteers and patients who have used the service. We will be setting up some workshops.

**ACTION:** Gillian and Sandie to share contacts to talk about project.

#### **CPFT - unable to attend, no report received**

**ACTION:** DD to share information received.

#### **9. AOB**

- GL has some information to share on the 'Stay Well' campaign.
- GL has attended a meeting about the general census which will be happening on March 21<sup>st</sup> and it will be digital; the meeting was to discuss how those without digital access would be recorded. All households will receive letters.

**Date of next meeting: 7<sup>th</sup> April 2021 on Zoom**