

Greater Cambridge Health and Care Forum
Zoom Meeting 10-12
7 Oct 2020

NOTES FROM MEETING

Attending

AR	Angie Ridley	Healthwatch
BJ	Bill Jones	Speak Out Leader for Cambridge and South Cambs
CB	Chloe Baker	Social Prescriber
CT	Claire Thompson	Hertfordshire University
CTJ	Caroline Tyrrell-Jones	Healthwatch
DD	Debbie Drew	Healthwatch
EB	Emma Bratby	
FD	Frances Dewhurst	Chair
FT	Fe Toussaint	Cambridgeshire and Peterborough Clinical Commissioning Group
GA	Georgina Attrill	
GE	Gina Edwards	Cambs and Peterborough NHS Foundation Trust
GL	Graham Lewis	Healthwatch
GLa	Gillian Langley	East Anglia Ambulance Service NHS Trust
JM	Joan Monk	
JR	Julia Rutherford	Voiceability
JS	Jenny Seymour	Everyone Health
KC	Kadie Chapman	
MF	Mark Freeman	Cambridge Council for Voluntary Service
SA	Sue Allan	Everyone Health
SC	Szara Coote	
SK	Sarah Kilby	Cambridgeshire Community Service NHS Trust
SS	Samantha Sales	Social Prescriber

Apologies

EJ	Elsbeth Jones	Speak Out Leader for Autism
PJ	Paul Jobling	Healthwatch
SH	Sue Harris	AJM Healthcare

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 August were approved.

Actions:

4 and 7 are still outstanding

9. GL and KC have met, and it will be raised at future meeting of CAPG

10. Completed

11. Healthwatch have been notified that a new diabetes support provider will be in place as of December.

13. Nothing found out

14. No new letters will be sent but people can find out more from their local DPSS provider.

3. Reports from Groups and Experiences

A discussion took place around Flu vaccinations.

Some practices were not allowing people to sit down and were insisting on face coverings. Each practice has its own protocols in place. Some are offering a drive through experience. Its best to speak to your own practice about their procedure and how they can accommodate you.

Some practices are calling patients some practices expect you to contact them.

SC reported that some people are experiencing long waits to get through to surgeries on the phone. It is not uncommon to wait 45 mins or more to get through.

ACTION all to encourage people to log their experience with Healthwatch.

BJ reported, on behalf of EJ, that with prescriptions being limited to 28 days' worth this is quite a financial burden for those who pay and this also means more trips to collect.

4. Food and Covid-19- Claire Thompson

Hertfordshire University are working on a study with Cambridge, East Anglia and Essex universities looking at the impact of Covid-19 on people's changes to eating habits or difficulties getting food. The study will run for 4 years. We will be looking at prevention and early detection too.

We are asking people to let us know what prevention means to them and there is a form that can be filled and returned to Claire.

We are looking to interview people over the phone to discuss people's experiences. We will be asking whether weight has increased or decreased and if people have been using food banks etc. Some interim findings have been published.

We have found out so far that some people have just been inconvenienced, ie they have a stable income, and some have been doing more about cooking from scratch and exercising more as they have more time. At the other end of scale though we have found that those in temporary accommodation with no cooking facilities, or those over crowded and those who are experiencing domestic violence have not fared as well. Many have been dependent on food banks.

We have heard about problems with supermarkets. Long queues, toilets closed and carers not being allowed to accompany people.

We would also like to speak to schools about the provision of free school dinners.

ACTION CT to share prevention sheet and links to report with GL. GL to share with group.

<https://doi.org/10.18745/pb.23113>

c.thompson25@herts.ac.uk Telephone 01707289345

5. Healthwatch Update- Caroline Tyrrell- Jones

Healthwatch board meetings are held in public so please keep an eye on website to see when the next one is if you are interested.

We have achieved our Investors in Volunteers status during lockdown and we plan some celebration with our volunteers at the end of October.

Most of our engagement is being done on-line and possibly will be for the next 5/6 months. When we do reintroduce face to face meetings, we hope to incorporate digital too.

We are recruiting for a new member of staff (digital engagement officer). Details are on our website.

We are also recruiting for 2 new directors.

6. Cambridgeshire Hearing Help- Frances Dewhurst

One in six people have a significant hearing loss. Hearing loss can be due to old age or other factors i.e. injury or other medical conditions. Depending on what type of hearing loss you have will determine where you get your appointments.

- Hospital based care for those under 50 and have hearing loss other than age related hearing loss.
- Spec Savers for non-complex over 50s. This is an NHS service that is bought in by the trust.

Both services were stopped at the beginning of lock down but have now restarted. It is by appointment only, so you need to call whoever was providing your service. You may initially get a telephone call to assess your need.

Cambridgeshire Hearing Help have many volunteers who help with ongoing maintenance. They have been able to send batteries out by post and are now able to replace tubes. You can, by appointment, attend one of our centres where you will leave the hearing aid for 30 mins and then return to collect it.

There has been a drop in requests for batteries during Covid-19. This is a worry as it probably means people are not using their aids as much as they should. There is a high level of dementia with people who do not manage their hearing loss.

ACTION GL to circulate information on the clinics.

The latest information on the clinics can be found here:

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

7. GP Website review - Healthwatch - Caroline Tyrrell-Jones

There are 86 member practices in the CCG for Cambridgeshire. We also have a few GPs that fall into a different CCG but patients live in Cambridgeshire. We asked our volunteers to look at websites and they looked at between 1 and 12 each (98 in total).

- We found that 50% did not have up to date Covid-19 details
- Only 22/98 had information about changes to cancer services.
- Advocacy or making a complaint it was hard to find details for these.
- 2/3 did not have accessible information.

The full report is available on our website.

We have distributed this to our local CCG and the local Medical Council. We have shared with GPs and have offered GP's their website feedback individually. We will raise our responses with Healthwatch regionally and nationally. We are going to produce a check list that GPs can use when looking at their sites. In 6 months, we will do a sample review to see if things have improved.

8. Covid-19 Survey - Healthwatch - Caroline Tyrrell-Jones

This survey has now closed, and we are in the process of writing up the report. We had more than 1000 responses and our full report will be published this month.

9. CCVS- Mark Freeman

From 19th October we have a week of events online “Get online”- this will cover all things digital and its free to attend.

On 3rd November through the Hunts Forum we are running a course for trustees and potential trustees www.cambridgecvs.org.uk/training-events

Cambridgeshire Acre are putting on a conference for rural areas. The aim is to bring together local parish councils etc.

Many organisations are coming to grips with the new rules for opening village halls etc. For some with just a few volunteers this is just too difficult.

KC With everything going on-line it would be good for some training for people with learning difficulties. KC son has equipment but has found understanding protocols and boundaries difficult which itself has caused adverse behaviors. This could be quite a big piece of work giving people the skills to understand.

10. Hubs - Graham Lewis

The District Council Coronavirus Hubs are now part of customer service desks at district councils. It is becoming business as usual rather than an emergency response.

11.Provider Updates

Gillian Langley- East Anglia Ambulance Service- We are taking patient experiences via MS Teams; community first responders are logging experiences and people can fill in a form. We cannot do face to face engagement at the moment. Please feedback your experiences on using an ambulance gillian.langley@eastamb.nhs.uk

Gina Edwards - Cambridge and Peterborough Foundation Trust- The NHS is now back to level 4.

We are still taking precautions with staff around infection and prevention. Staff who do 2 or more shifts in care homes are being swab tested.

We are developing the track and trace and encouraging staff to social distance both at work and home life.

We have got enough supplies of PPE for the foreseeable future.

We are monitoring staff health and wellbeing and all staff and volunteers have had individual risk assessments now.

Winter planning- we have started the flu vaccines for staff. The discharge to assess process is in place to help with releasing beds for use.

We have recruited 10 new members for the Participation and Partnership Forum. We intake new people every year who have or are using services.

We are looking for governors as elections for 2020 are due. We need governors for various areas across the county.

The Recovery College had a very successful online taster fortnight, so we are now running a 5-week Course which started on 22nd September.

Sarah Kilby-Cambridgeshire Community Services- we are responsible for Dynamic health (physio service), iCash (sexual health services), special dental services and rehabilitation. We are looking at quality impact assessments for the services and the changes.

JR- Do you know what is happening to the specialist dental service that visited group homes?

Fe Toussaint- CCG- The CCG have launched “BMI can do it”- Eat well, sleep well, move more campaign. There are tools on-line to help people make changes. We have set an Active Autumn challenge - a virtual route through Cambridgeshire which totals 62 miles. There will be a new challenge for November.

NEXT MEETING 2nd Dec 10-12