

Minutes- Huntingdonshire Patient Forum

Date - Tuesday September 3rd 2019

Time- 14.00 -16.00

Venue- Maple Centre 6 Oak Drive Huntingdon

Present

Roy Stafford Chair

Caroline Tyrrell-Jones -Healthwatch

John George

Carole Broom

Philip Sly

Nicola Donald

Rob Gardiner

Ray King-Underwood

Annie Sly

Richard Dilley

Angela Owen-Smith

Miranda Knell - Healthwatch (note-taker)

Mike Marshall

Apologies

Jean Matheson

David Bowers

Teresa Cole

Frances Dewhurst

Sandy Ferrelly

Parvin Wynn

1. Welcome and introductions

2. Chair- opening remarks

RS reflected on his recent experiences of healthcare. There were good and bad experiences. Things of note were waiting six weeks to get a test result and delays due to a lack of radiologists in the area.

4. Minutes of last meeting and matters arising

RD's name had been missed off the list of attendees.

Point 6 - CB added that the September meeting has also been cancelled.

CTJ - These meetings do need to take place, so we need to find out why they are not taking place. The opportunity had been taken off the Fit for Future website.

ACTION - CTJ to make enquiries.

In AOB - minor amendment needed to first line, replace Alliance with Association.

5. Experiences/shared stories of Health and Social Care

There was a recent poor experience with Addenbrookes Respiratory Dept including an appointment letter that was not clear what the appointment was for, trouble getting through to the department on the phone and getting an appointment for the wrong test which had been booked by the consultant who had selected the incorrect test from the drop down list which then had to be cancelled. All leading to a waste of time and money.

A patient had been seen at Addenbrookes, Hinchingbrooke, Papworth, Peterborough and the Rosie hospitals. The observation was that there seems to be a serious weakness in hospital administration including that it is not joined up.

CB asked if there were any experiences about the Eye Clinic at Hinchingbrooke. The following points were raised. Long waiting times between cataract operations - 6 months in some cases. A lack of follow up appointments for regular checkups. People are getting fobbed off. How are the more vulnerable patients coping?

There was a recent experience involving problems getting an appointment with a Hypotension consultant. Several appointment letters were received and then cancelled resulting in lengthy waiting times. A phone call to the dept resulted in an appointment being found the following week. Praise for the consultant as they were thorough.

CTJ- People can give feedback into Healthwatch anonymously if they are having problems. We can then escalate issues locally and nationally with the provider and Quality Care Commission. Minutes from these meetings are shared with providers.

Other avenues for highlighting issues are through PALS who are situated at hospitals, members of this forum also sit on the CCG Patient Group so concerns can be channeled through that too.

Concern was raised as to the increase in local deaths related to drug and alcohol problems. Are people with these problems being valued in the same way and are there enough trained professionals to deal with these patients?

Points were raised around mergers of GP practices and the impact, both good and bad of the mergers. Some practices are considered too small to get a contract from NHS England who follow directives from government. The push is for GP practices to have 50,000 patients. Primary Care Network are losing GP's due to surcharges GP's are being asked to pay on their pensions. Octagon spoke to one small surgery and has

instilled confidence there, which is positive. Point raised that there are some ongoing issues with being part of Lakeside. Patient engagement has not always been thorough. Use of email communication with patients to keep them informed is poor.

CTJ - Healthwatch recommended to Octagon that it recruit an engagement specialist which they have done. CTJ is hoping that Lynette Brennan from Octagon will be able to come along to a future meeting.

Qu. - How many patients use DocLink, how much does it cost and is it value for money?

6. Caroline Tyrrell-Jones- Healthwatch Long Term Plan Survey

- Our report in response to the NHS 10 year plan has been published. The local STP are looking to utilize this in their planning.
- We spoke to 800 people at 50 community events in Cambridgeshire including those in diverse communities.
- People are now living longer and with multiple long-term conditions where the conditions are being looked at in isolation.
- The LTP focusses on prevention, using assisted technology to give better choice and support, older people need extra help in all settings, there needs to be dementia friendly features and training.
- People want faster and clearer access and for information to be clear. They want to be able to have access to longer GP appointments, they want to help themselves more and have support to find that help. They also want joined up health and social care.
- Primary Care Networks which formed in July are involved in the Think Communities initiative as well as other services. The idea is to provide wrap around services for health and social care in every locality with the help of voluntary sector.
- Summaries and the full report are available in hard copy or via email.

The STP report for our area is not yet available. Concerns were expressed over the future picture for joined up working. Joint meetings used to happen in The Spinney GP practice which have now stopped. It is a confusing picture and financially challenging. Our CCG has extreme debt and are making cuts. There was general agreement that waste needs to be cut. Point made that health services are massively underfunded and have been so for several years. There are issues around a shortage of workforce in the sector.

A point was made about how easy it is for people with mental health conditions to fall through the gaps in hospitals and at GP surgeries. However, GP's should be able to

refer people to the best services and offer all types of help. Money ring fenced for mental health services should be spent only on mental health services.

Qu - Does anyone know of a GP who works full time?

Discussion as to GP hours and workload ensued.

RS - Thanked CTJ for her report.

7. Topics of discussion for future meetings

RS - Ideas from all were welcomed.

RG - can we ask someone to talk about The Big Conversation, do we get involved in consultations like the cuts to the trauma department?

MM - happy to share his experiences and talk to people.

MK - We could ask organisations such as Alzheimer's Society and CPFT Community Physiotherapy to come along to explain their services.

RS - in my experience it's hard to get the right people to come to talk to us who will take away our points.

CTJ - we do have representatives from NWAFT and CPFT come along to the Peterborough Forum and are asking them to come to Huntingdonshire.

QU - can all the forums be linked in some way?

CTJ - We are currently talking to the chairs of all forums.

QU - Could we write to the local MP about the cuts?

QU - Can Healthwatch come to talk to the new PPG at Cromwell Place? There seems to be a deterioration in communication and appointment availability.

ACTION - CTJ to arrange a talk with PPG of Cromwell Place.

There was a short discussion about System One.

AOB

RKU told the meeting that he was standing down at this meeting.

RS expressed his appreciation for the time and effort that Ray, as a founding member had given to the forum.

A request was made that we add to the minutes which surgeries are represented at these meetings.

The following were represented at this meeting: Fenland Group Practice, Papworth Surgery, Old Exchange St Ives, Priory Fields, The Spinney, Ramsey Health Centre, Cromwell Place, Buckden & Little Paxton.

Meeting finished 4.00

Next meeting

Tuesday 5th November 2019, 2 - 4pm, The Maple Centre, 6 Oak Drive, Huntingdon