

Minutes - Huntingdonshire Patient Forum

Date: Tuesday November 5 2019
Time: 14.00 -16.00
Venue: Maple Centre 6 Oak Drive Huntingdon

Present:

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| Roy Stafford - Chair | Sandie Smith - CEO Healthwatch SS |
| Caroline Tyrrell-Jones - Healthwatch | Jane Coulson - C & P CCG JC |
| Richard Dilley | Stan Fairclough |
| Angela Owen-Smith | Carole Broom |
| Rob Gardiner | John George |
| Parvin Wynn | Nichola Donald |
| Susan Edmunds SE | Tracey Bingham Co-prod Lead CCS |
| Mike Morshall | Tony Clark |
| Kari Payne - Healthwatch (note taker) | Michelle Johnson trainee nursing associate |

Apologies

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| Jean Matheson | Frances Dewhurst |
| Carole MacBrayne | Sandy Ferrelly |

1. Welcome and introductions

2. Minutes of last meeting and matters arising

Ophthalmology problems at Hinchingsbrook are continuing. SF said that waiting times highlighted in the last minutes had now risen from six months to 9 months. Both triage and follow-ups affected.

HW CEO SS confirmed that this had been a continuing issue for many years. And with long waits, she urged patients to check what information they needed to keep safe and what to do, and who to contact, if your condition deteriorates while waiting for appointments.

3. Jane Coulson, Cambridgeshire & Peterborough Clinical Commissioning Group Jane, Senior Comms and Engagement Manager at the CCG, gave an update on The Big Conversation engagement project. Essentially, more people are using health services but money and staff are limited. So the CCG is asking people across C & P what the priorities should be and come up with money-saving ideas as well as ways to do things differently. All NHS staff have also been asked to give their views.

So far (as at meeting date) 2,200 survey responses had come in from the public but lots more were wanted. The survey closes on 20/12/19. Public meeting attendance had been low so far but still valuable.

Feedback from the public will inform a set of values and a framework to help the CCG make decisions about services in future. A summary report will be produced and checked by the patient reference group before going to scrutiny meetings and organisations such as Healthwatch. It is expected to go to the CCG governing body in January.

The CCG has a £1.3billion budget from NHS England which equates to £1,125 per person per year.

She said the CCG was working hard to engage with the public about how much services and drugs cost - and not to over-buy prescription items they didn't need. and with GPs to check and balance high levels of/over prescribing. Forum members heard that £4.7m worth of meds were returned from C & P pharmacies for disposal. They agreed pharmacy savings needed to be made and that dispensing practice across Huntingdonshire varied greatly and that there might be opportunities for more training.

HW CEO SS urged forum members to pass on information and experiences about prescribing which could be passed on to the Chief Pharmacist.

The meeting also discussed over the counter medicines - such as paracetamol - that some patients still wanted prescribing by their GP. JC said some medicines were reasonably cheap and asked people to buy over the counter if they could but obviously there were exceptions.

RG asked if service cuts were planned. JC said The Big Conversation did not include any change or reduction to services, which would have to have a full consultation.

HW CEO SS said there was massive scope to work together and hopefully do things better rather than cut services.

3.Reports from PGs and other meetings

These included:

- Continuing problems: Eye clinic and dispensary. Forum remain concerned people are getting fobbed off.
- Buckden losing a senior partner due to pension issues but it was hoped they would come back part time.

- Confusing NWAFT correspondence and short-notice, late or incorrect appointment letters remain a concern especially for patients who have caring commitments or transport issues. (HW CEO SS said this could be due to the new NWAFT IT system and this was being looked into)
- Priory Fields losing an excellent lady GP. Concern about whether she will be replaced
- Care Quality Commission (CQC) inspections and reports. ACTION: HW to share Hunts area inspections/ reports with forum members.

4.Experiences/shared stories of Health and Social Care

SE highlighted her cardiology story - saying she had now been forced to go private after being discharged by someone she had never seen in person.

Over the years, she has had four different cardiologists - none of whom talk with one another. One had offered her “new” medication even though she had been one of the drugs for 18 years.

She said she would ask HW for help to write a letter and see if there are avenues to appeal or review the decision.

The forum voiced concerns over lack of communication and poor administration throughout the NHS as well as confusing pathways for patients

5. Sandie Smith Healthwatch Update

- Asked members to ask patients to provide information and feedback as well as examples and stories of what has happened so that these can be logged by Healthwatch and flagged up with providers/commissioners/regulators.
- Highlighted the HW dental report into service availability in Wisbech and Peterborough and how this had led to extra funding and a review of by NHS England.
- Meeting with NWAFT CEO on 8/11/19 to discuss IT systems
- Creating consistency between the Huntingdonshire, Fenland and Peterborough community forums in terms of capturing and sharing information and knowledge about not just health but social care too.
- New forum for Cambridgeshire is being planned.

6. Action Log

CTJ has set up an action log to enable a more streamlined check of actions done and those outstanding.

Promoting HW and asking people to call, email or text their health and care experiences
HW CEO SS to provide Hunts area list of CQC inspections/reports

7. AOB

RS stepped down as chair of the forum (and previously Huntingdonshire Patient Congress) after 10 years.

The Forum were unable to elect a chair for the next year and a vice chair as the current VCs (Sandy Ferrelly and David Bowers) were not able to attend.

The meeting agreed to look at availability options for the first series of 2020 meetings which will take place at Huntingdon Library because the forum has outgrown The Maple Centre room. However the January meeting will go ahead on Tuesday 7 if it can't be switched to another day and Rob Gardiner agreed to be temporary chair if needed.

Surgeries represented at the meeting

Priory Fields, Rainbow Surgery, The Spinney, Ramsey Health Centre, Buckden, Papworth Surgery, Cromwell Place, Eaton Socon, Lakeside St Neots.

Meeting finished 4.00

Next meeting

Tuesday 7th January 2019, 2 - 4pm, Huntingdon Library