

Fenland Health and Care Forum
Queen Mary Centre Wisbech PE13 2PE
Thursday 10th October 2019

NOTES FROM MEETING

Attending	
NP -Nik Patten - Chair	SS Sandie Smith Healthwatch
MK Miranda Knell	Margaret Fiske
DD -Debbie Drew	Paddy Knight
JMc Julie McNeil	Chris Stevens
Mark Cooke	Dawn Preston
Nicky Bidwell	Jenifer Broadie
Kay Mayor	Stuart De Prochnow
Julie Jeffries	Barbara Tinsley
Liz Moore	
Apologies	
Mike Cornwell	Malcolm Bruce
Vera Schilling	Helen Clayton
Ester Harris	Sarah Kilby

Welcome

Nik (NP) welcomed everyone and asked all to introduce themselves.

Notes and Actions from previous minutes.

Sandie reported that the extra funding for the dental access centres has been extended to Sept 2021.

Part of Public health's Better Start in Life is also looking at children's dental issues.

ACTION around Fenland figures still being looked at.

A question had been raised around Littlehey prison JM reported that due to the complexity of the prisoners it would be difficult to have input there however families have been seeking advocacy.

JM followed up on the question about public access to JET team and this is only for professionals to refer into.

NP and DD both have had contact with the QEH and they are planning to get someone to attend future meetings. They are keen to talk to the public.

Update on Minor Injuries Unit and LUCs service- Mark Cooke and Nicky Bidwell

Mark explained the service which came under him. The 3 minor injuries units, JET team, 5 inpatient wards, some community work ie rehab as well as 2 mental health crisis teams (North and South) with 2 inpatient wards and 2 wards for dementia.

Mark gave a comprehensive presentation on the MIU and the Local Urgent Care services (LUCS). There has been a significant increase in use of service between April 18- 19 around 11% and this has been reported back to the commissioners. For example, in July 18 there were 3641 people seen across all 3 sites and July 19 3952.

On each MIU at any one time there are 2 practitioners, 2 healthcare assistants and a receptionist as a minimum. The practitioners are nurses with 5 years minimum experience or paramedics. We are taking on trainees and offering extra training in minor injuries etc.

All patients that turn up are seen and advised or treated however they do not cater for under 2s.

QU When can North Cambs go to 7 days?

ANS We are only commissioned for 5 days but with the right funding this could be 7 days.

Opening 7 days would take some of the pressure off QE SS asked that people continued to feedback to health watch their experiences.

The LUCs service operates Monday - Friday and there is 1 GP allocated to this from the North Brink practice. In Ely there is a GP based in the unit. The staff at the MIU can call on the GP for advice and if the patient is too complex the GP could see the patient. Staff, by having the GP contact are building on their skills. The Wisbech LUCs started in January 2019 and has already seen 102 patients.

The MIU are performing well and across the 3 sites have only had one complaint in the year. With the introduction of the LUCs more symptoms/ conditions can be treated including abdominal pain, children under 2 and chest infections.

There is aspiration to for all MIU to become urgent care centres and offer GP services on site and to operate 8-8 7 days a week.

QU How do people know about these services and whether they can use them?

NB Through doctor's receptionists and the Comms team at CPFT.

MC It may not be widely published, and we have asked GPs to be mindful that this service exists.

QU Do 111 refer into the MIU?

MC the 111 algorithm's are risk adverse but they do sometimes refer in. we are looking to see if the 111 service can have some set appointment slots.

QU how can members of the public give feedback into this service?

SS Healthwatch are members of the CCG steering group for MIUs and Julie attends. We can take points to that steering group, and actively collect feedback.

NB It would be great if we could advertise the service more.

Summary NHS Long Term Plan- Sandie Smith CEO Healthwatch

SS reported that the survey we distributed about the long term plan had had a massive response and Cambridgeshire were 3rd in the country for quantity of returned surveys. This has given us lots of data.

People said they wanted

- Better Information
- To be involved in own care and getting support to do so.
- Wanting to keep independent
- Would like services closer to home
- Would like services to be more joined up.

Healthwatch locally have fed results to the sustainability and transformation partnership who are designing our local plan. We are asking them to make sure that patient involvement is included.

Adult social care have also been interested in our findings.

Healthwatch Update- Sandie Smith

- Feedback from events is increasing and the summer months were very busy.
- Anyone can attend Healthwatch board meetings the next meeting is at the Medway Centre on 13th November in Huntingdon. All dates and papers are on our website.
- Our End of Life report has been published. This was produced from feedback from the partnership board big event that happened in March. This told us that there was a big need for conversations around end of life needed to happen. Margaret one of our directors and Julie are on the End of Life working group. Work is being done to improve consistency across Cambridgeshire and Peterborough.
- Healthwatch are hosting a Communities Panel for CCG around the Big Consultation. People across the Cambridgeshire and Peterborough have been signing up to take part. There is also a survey that can be completed online.
- <https://www.cambridgeshireandpeterboroughccg.nhs.uk/get-involved/the-big-conversation/>

- The Sustainability and Transformation Partnership are putting some changes in place and Healthwatch are keeping a close eye on implications. We are wanting to ensure that local communities have a say on local issues.
The Integrated Neighbourhoods are local level initiatives which hopefully will make access to services easier and will have better links into social care. In Wisbech they are piloting it with a focus on Mental Health, Obesity and Smoking.
- Healthwatch are developing their strategy for the next 5 years. The strategy will be circulated for comment before Christmas. There are lots of things that need looking at, however we must prioritize.

Service Experiences

Someone used 111 and was referred to the QE saw a nurse practitioner. They were seen and sent home quickly. A very good service.

Someone had to visit the North Brink practice about their mental health the service was fantastic. Saw practice nurse and then GP bloods were taken, and meds sorted. I was able to see the same practice nurse each time. Which was helpful.

AOB

Qu does anyone know if the phlebotomy department is closing down at North Cambs hospital?
SS If it was to close there would need to be public consultation.

CCC are doing a consultation around Adult Charging policy and have some public engagement events happening around the county.

ACTION DD to email dates and link to survey for all.

Dates of next meetings- to be held at Queen Mary Centre Wisbech PE13 2PE

12th Dec