

Older Peoples Partnership Board

Monday 13th March 2023, 11am–1pm, Online via Zoom.

Pre-meeting for Independent Members 10.30am–10.50am.

Welcome, Introductions, Apologies and Housekeeping – Brain Walker, Chair

Brian Walker, Chair and Graham Lewis, Healthwatch welcomed everyone to the meeting, introductions and apologies given followed by an explanation of the meetings agenda. Rebecca Spalding-Green requested permission to record the meeting for the purpose of the minutes.

Feedback from Independent Members

Shared Footpath Concerns

Unable to hear cyclists riding along or them ringing bells, until only hear a loud bell once they're next to me 'saying get out the way'. Also Cambridge floating bus stops, and exiting bus onto oncoming cyclists worry.

Congestion Zone Charges

Still to be confirmed but concern will need to pay £5 a day for travelling across Cambridge (when already live in town centre) or rely on public transport.

E-Scooters and Voy Trial

E-scooters (all apart from Voy trial, can only be used legally on private land). Police are awaiting new legal instructions from Government and as not enough data to back up allocating resources or efforts in this area, nothing is done. PMC encourages all if in a pedestrian/ public area and E-Scooters are used report to local parish council to increase the statistics.

Listening to people with sensory loss experiences, Voy Stakeholders Group looked at geo-fencing (app directing riders where to park) that left E-Scooters obstructing footpaths. Rack System designed with RNIB and guide dog associations to reduce this.

GP Access and Integrated Care System (ICS) – Jo Fallon

Jo Fallon from Integrated Care System (ICS) was unable to attend the meeting, this discussion continued.

Action: GL to feedback and arrange JF to attend future meeting, to explain what ICS are doing to support GPs in resolving these issues.

How to get appointments locally

#1 Told best way to get appointment is to go online, get 'sorry this service is not available please ring reception' message. Once through to receptionist, must explain why need an appointment. Placed on a list for 'appropriate professional' at any point that day. If this reaches a doctor, doctor calls to clarify if patient needs an appointment with then, and whether physical appointment is needed.

#2 When unable to get through to the surgery, write a letter to insist have a face-to-face appointment with doctor, and if not will approach CQC with complaint. Does result in getting an appointment.

Digital Exclusion - Online Appointment Forms

Many older peoples assess to GP appointments/ services are limited, as encouraging all to book appointments online digitally excludes many.

Hospital Apps

Some hospitals ie My Chart Service provided by Addenbrookes, offer simple and easy to follow apps for viewing upcoming appointments etc. However, with no standardised structure across Hospitals Apps, ie different design layouts and different information accessible to patients. These hospital apps don't talk to one another, with the patient being relied upon to communicate between them. Suggesting anyone not very tech savvy struggles and ideally there would be one uniformed, joined up system.

Comments and Questions for JF and ICS

Q To develop better understanding of the system, what is the reasoning behind the current processes in place when booking doctor appointments? Are there number pressures, too many patients per surgery, calling at same time to book appointments?

Primary Care Networks have attempted to encourage GP surgeries to merge together, to make greater packages to better serve local communities. But what has happened is that with less health professionals across the PCN than previously in the separate surgeries, the practices are making better profits. ICS needs to take a stronger stand on what it wants to see delivered.

Feedback from other meetings - Graham Lewis

Adult Social Care Forum (ASCF) – Graham Lewis

- Joy App for healthcare professional to see services and organisations available locally to refer the patient directly to. To assist social prescribers to help link patients (with more complex needs than previously have been able to help). Reducing pressure off doctors, and better unite healthcare organisations with hopefully a better uptake of these services, removing patient responsibility.
- Reviewed the terms of reference for the ASCF but hindered by proposals to separate out Cambridgeshire and Peterborough Councils senior management, who had previously worked as a joint group. Watch this space.
- Task and Finish Group of Independent Partnership Board members looking at improving communications from both Cambridgeshire and Peterborough Social Care Teams. Focusing on online forms and letters to make them easier to understand, more meaningful to all (reducing jargon) etc.

Healthwatch Independent Member Training

- Independent Members across the Partnership Boards attended Peterborough City College for board training and developing chairman skills.

Healthwatch Health and Care Forum Meetings – Rebecca Spalding-Green

- Cambridge and South Cambridgeshire Forum – The Vaccine Access Partnership (VAP) and its transformation into the Health Equality Partnership (HEP) – using what has been learnt from work on vaccination barriers to be used to focus on other health equality barriers across Cambridgeshire.
- Fenlands and East Cambridgeshire Forum – Addiction talk by The Sun Network – offering a better understanding of what it is.
- Huntingdonshire Forum – Armed Forces Covenant explaining what the service and support there is. Followed by local area feedback discussion.
- Peterborough Forum – Abdominal Aortic Aneurysm Health Screening – what it is, and why men aged 65years should attend screening.
- Additional agenda item – Patient Participation Group (PPGs) feedback added to all the Health and Care Forums, so hearing local doctor practice updates.
- These forums are open to people living in the local areas, please let RSG or GL know if you would like to be added to the mailing lists to attend these.

Update from Older Peoples Services – Elaine Park

- Consultation on separating Cambridgeshire and Peterborough Social Teams finished. EP will return to covering the Peterborough area but will continue covering both areas until recruitment for the Cambridgeshire side is complete.
- Waiting times of referral to assessment on average have dropped from 9 to 6 weeks, with expected improvements as now fully staffed. Looking at long term, more complex cases going to these teams straight away.
- Preparation work for CQC inspection sometime in the coming year from 1st April 2023.

Priorities in 2023, Cost of living – Graham Lewis

- Wednesday 15th March 2023 government budget, will update next meeting.

Recap of last meeting and Action Log Updates – Brian Walker, Chair

Notes for previous meeting on Monday 12th December 2022 were recapped.

Action Log Updates

- ✓ **50** Confirmed that Care and Repair in Peterborough is back at full capacity.
- ✓ **58** 2023 Priority – Access to GP Surgeries. GL will pass on today's feedback. JF to attend future meeting and explain ICS role in supporting GPs in resolve issues.
- ✓ **59** Priority 2023 – Rural community transport. Ongoing, discussions with combined authority to attend future meeting.
- ✓ **60** Priority 2023 – Cost of living, although on today's agenda is ongoing with government budget Wednesday 15th March 2023, will share updates after.
- ✓ **61** Information and Signposting Healthwatch Team informed of long waiting times for scan results from Peterborough City Hospital.
- ✓ **62** Looking for someone to come and give a presentation on social prescribers work, how it links people with health and social care.
- ✓ **63** EP confirmed waiting times of referral to assessment on average have dropped from 9 to 6 weeks.
- ✓ **64** Circulated Natasha Davis Sun Network contact details Mobile: 07745 243 151
Email: natasha.davis@sunnetwork.org.uk

Highlights of meeting for ASCF – Graham Lewis

- GP Referrals, online appointment processes and digital exclusion.
- Different Hospital Apps, limited education/ communication about them.

- Shared footpath issues.

Any other business

Reminder

Do continue sharing feedback on accessing GP services and appointments. And Healthwatch continues to pass information on, so whether positive or negative, please do share any other health related experiences.

- ✓ Call: 0330 355 1285 (9-4pm Monday to Thursday and 9-3.30pm Friday).
- ✓ Text: 0752 0635 176 (any time).
- ✓ Post: Healthwatch, Maple Centre, 6 Oak Drive, Huntingdon, PE29 7HN.
- ✓ Email: graham.lewis@healthwatchcambspboro.co.uk or Rebecca.spaldinggreen@healthwatchcambspboro.co.uk
- ✓ Website: <https://www.healthwatchcambridgeshire.co.uk/share-your-views>
- ✓ Website: <https://www.healthwatchpeterborough.co.uk/share-your-views>

Making Connections, Greater Cambridge Partnership (congestion zone work)

Mill Road Bridge closed to traffic bar buses, taxis and emergency vehicles. Blue badge owners to register 2 vehicles, so can cross the bridge at no extra charge.

Q As many blue badge holders receive lifts to support mobility, how easy will it be to amend car registration details? Will this be chargeable? In discussion phase.

JM asked if could get involved in the voluntary research on local surgeries.

Action: GL to connect JM and Heather Lord Volunteer Manager.

Date of next meeting

Date: Monday 12th June 2023

Time: 11am to 1pm, Pre-meeting for Independent Members from 10am.

Venue: Hybrid, City College Peterborough, Brook Street, Peterborough, PE1 1TU.