

Sensory Impairment Partnership Board Notes

Thursday 23rd February 2023, 11:00am–1:00pm, online via Zoom.

- Pre-meeting for Independent Members from 10am.

1 Welcome, Introductions, Apologies – Mick Scaddon (Chair)

All welcomed to the meeting, introductions and apologies given followed by an explanation of the meetings agenda. RSG requested permission to record the meeting for the purpose of the minutes.

2 Notes of Last Meeting and Action Log Updates – Graham Lewis

GL recapped the previous meeting Thursday 17th November 2022.

Action Log Updates

- **121)** Regarding exploring the setting up a Street Charter, GL has sent a Cambridge City Councilor the Hulls City Council Street Charter, and now in discussions with another Councilor responsible for this area of work. GL arranging a meeting to sit and discuss street furniture and mobility issues.

Comments, Questions and Answers

Q BR asked if could be involved in these discussions.

Action: GL to follow up.

Q WW asked for contacts in Ely area to support Ely Access Group.

Action: GL to look into.

- **124)** Camsight Combatting Loneliness Policy circulated.
- **126)** Community Transport Schemes Information circulated.
- **127)** Circulated Cambs and Peterborough Councils Stay Well for Winter campaigns.

3 Feedback from Independent Members

E-Scooters

Board members commented have witnessed young people riding up and down Huntingdon High Street, and they are a concern. Rapid increase in people using E scooters illegally in public pedestrian areas, (all illegal apart from trials organised and can only be used legally on private land). Part of the problem is Police are awaiting new legal instructions from Government and can't take it seriously yet as not enough data to back up allocating resources or efforts in this area. PMC encourages all to spread the word that if in a pedestrian/ public area and E-Scooters are used (ie not part of Voi Trial in Cambridge City) report to local parish council to increase the statistics and support the Police with evidence needed for sanctions.

Additionally, there is a lack of education or understanding in the public domain about where you are allowed to cycle/ use E-Scooters and why (ie only cycle paths or roads, not pavements). With many commenting on past experiences of cyclists going very fast/ very close on pavements, as not appreciative of sensory impairments affects. Should cyclists be included in Street Charter work, with collaborative work to raise awareness and educate cyclists on pavement responsibilities?

Action: GL will look in discussing with Cam Cycle.

4 Primary Care Network – Joanne Fallon, Programme Manager

Joanne Fallon from Integrated Care System (ICS) was invited to listen to the Sensory Impairment Partnership Board Independent Members concerns and experiences in assessing GP appointments/ services.

JF was unable to attend the meeting. The board discussed these areas of concern.

Action: GL to feedback reported experiences and arrange JF to attend a future meeting, to explain what ICS are doing to support GPs and resolve some of these issues.

Difficulties assessing GP Surgeries and booking appointments.

MS explained has had several months of being unable to access a GP, which has led to hospital visits. Unable to access website to book appointment online (and so will other visually impaired people), visits the doctors reception team and has a battle to get an appointment, with never anything sooner than 3 or 4 weeks away.

Online Appointment Forms

Visually impaired access to GP appointments/ services are limited as many people are unable to access online options. Is the process for booking appointments standardised across surgeries or could it be? Are there questions asked about extra needs or requirements to ensure the appointment is not wasted because it was not accessible to patient.

GP Training

DeafBlind UK have tried in the past to work with GP services, delivering awareness sessions but haven't been able to deliver these sessions because the surgeries are too busy to receive the training. Need to highlight the importance of why there is a need for

the awareness sessions is to make it more accessible to the GP surgeries and how it could relieve pressures off other services.

My Chart Service

Positive feedback for My Chart Service (Addenbrookes Service) that many blind/partially sighted people report it is very easy to use, to access your own health care records, to look at upcoming appointments at hospital. Problem is that each hospital uses a different IT system and they do not communicate to each other. Anyone not very tech savvy struggles and ideally there would be one uniformed, joined up system. Questions about 'Shared Care Records' are aware that there were local trials, what has happened since and does it resolve this issue.

5 Feedback from other meetings - Graham Lewis

Adult Social Care Forum (ASCF) – Graham Lewis

- Reviewed the terms of reference for the ASCF but put on hold by proposals to separate Cambridgeshire and Peterborough Councils senior management, 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.
- Another focus is recognition of the work independent members do, as whilst some people are able to freely volunteer time, there are many who cannot afford this, resulting in gaps across the partnership boards.

Healthwatch Health and Care Forums

- 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.

6 Update from Commissioner – Commissioner

Due to long term sick leave and staff covering the gap, attendance is unpredictable.

7 Sensory Service Update – Charlotte Salf/ Helena Mebourne

Unable to attend meeting.

9 Priorities for 2023 – 2024 – Graham Lewis

The Sensory Impairment Partnership Board priorities will be:

- GP Accessibility,
- The use of modern technology that maybe detrimental to the visually impaired, particularly focusing on E-Scooters and Starship Robots.
- Street Charter and Street Furniture.

10 Any Other Business – Mick Scaddon

Future Topics

There was an ask for more information to be shared on Social Care Support, contributions /financial assessment and what to do when have issues. Aware that with cost-of-living crisis there is a mismatch between expected and received levels of care.

Action: GL to share latest information.

Date of next meeting

Date: Thursday 18th May 2023.

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

Venue: Online Via Zoom.