

Older Peoples Partnership Board (OPPB)

Monday 10th June 2024, 11-1pm, Hybrid Zoom meeting at The Maple Centre, Oak Drive, Huntingdon PE29 7HN. (Independent members pre-meeting 10.30am).

Useful Acronyms

ASCF – Adult Social Care Forum

CCC – Cambridge City Council

PCC – Peterborough County Council

ICB – Integrated Care Board

ICS – Integrated Care System

ILS – Independent Living Service

What We Discussed

- 1) Welcome, Introductions and Apologies – Brian Walker, OPPB Chair
- 2) Independent Member Feedback:
 - ✓ GP Appointment Access, GP Accessibility Standards, Wheelchair Issues
- 3) Older Peoples Health Needs Assessment – Helen Tunster, Public Health
- 4) Older Peoples Services across CCC and PCC Updates –
 - ✓ Graeme Hodgson Cambs County Council (attending on behalf of Kirstin Clarke)
 - ✓ Belinda Child – Peterborough City Council (Attending on behalf of Elaine Park)
- 5) Older People Partnership Board Priorities 2024/2025 – Graham Lewis
- 6) Other Meeting Highlights **ACTION – Circulate ASCF, Health & Care Forums updates**
- 7) Last meeting notes – 11th March 2023 and Action Log Updates – Graham Lewis
- 8) Any Other Business – Date of next meeting – Mon 9th September 2024, venue tbc.

1) Welcome, Introductions, Apologies and Housekeeping– Brian Walker, Chair

- Brian Walker, OPPB Chair and Graham Lewis, Healthwatch welcomed all.
- Rebecca Spalding-Green requested permission to record (for note taking only).

2) Independent Member Feedback

GP Appointment Access

- KC emailed GL on difficulties securing in-person GP appointments, issues with long hold times and mandatory computer system usage, which some cannot navigate.
- Board raised concerns about reception staff and triaging services preventing many, especially older patients, from getting necessary appointments.
- BW reported that Mill Road & Cherry Hinton Surgeries' phone lines direct patients to book online, contradicting their website instructions to call reception.
- GL acknowledged this recurring issue across Partnership Boards and Health & Care Forums, which Healthwatch has raised with the Integrated Care Board.

GP Accessibility Standards and Healthwatch Survey – PMC

- Concerns about reception staff and triaging services preventing necessary appointments, especially for older patients.
- Healthwatch survey about 5 years ago highlighted many GP websites did not meet accessibility standards. Suggested a new Healthwatch survey to ensure compliance with Accessible Information Standards and improvements for plain text on websites.
- GP surgeries outsourcing website design, often neglecting accessibility standards.
ACTION - GL to raise with the Healthwatch Team.

Wheelchair Issues

- After recent surgery, RS had to use an old wheelchair she had bought during a previous hospital stay. This wheelchair has problematic front wheels, making forward movement difficult and painful.
- On a bus, RS had to hold on tightly due to the chair's instability, which is painful and problematic for carers.
- This instability on uneven surfaces has caused near accidents, scaring carers.
- RS reverted to a collapsible chair, which is less supportive and transmits jolts.

ACTION - Contact AJM Healthcare about the ongoing wait for a wheelchair assessment.

- Q In Sheltered Accommodation, RS and another wheelchair user face negative comments despite their active involvement in gardening.

3) Older Peoples Health Needs Assessment – Helen Tunster, Public Health

Helen shared the presentation (see slideshow attached to meeting invite).

Comments, Questions, and Answers

- Q RS - Too much emphasis on research and not enough on practical activity?
- Q RS -In the last assessment, RS was asked to rate her overall well-being on a scale, which did not differentiate between physical, social, mental, spiritual, and emotional health. RS noted that such questions are challenging to answer comprehensively and that questionnaires often fail to capture these distinct aspects accurately.
- Q Will 'recreational substances' be included, given the rise in cannabis use for pain management? **A** Yes, recreational substances are included under substance abuse.
- Q PMC - Social isolation affects older adults, who are often digitally excluded. This impacts their ability to engage in physical activity, access good nutrition, and acquire relevant information.
- Q SE-Many older men self-exclude rather than being excluded by others. Some have smartphones only for emergencies, potentially due to fear or lack of capacity. SE also observed that older people with hearing impairments are often ignored, which worsens their isolation.

- Q RS - Suggested making feedback more regular and arranging a six-month follow-up group to assess changes and benefits.
- Helen thanked all for the feedback and suggested returning to a future meeting to discuss the draft and findings. **ACTION - GL to arrange a future meeting.**

4) Older Peoples Services Update -

Graeme Hodgson Cambs County Council (attending on behalf of Kirstin Clarke)

Place Based Approach

- Shifting from centralized, one-size-fits-all model to a community-based approach. Focusing on tailoring services to the unique needs of each area, recognizing the differences between urban & rural communities, engaging directly with local groups.
- **Community-Based Approach** - Care Together Programme in Cambs emphasizes localized engagement as diff areas, have unique needs and challenges. Aiming to support local activities and work with Integrated Neighbourhoods, GP Surgeries, District Councils etc to find solutions that fit each community.
- **Age-Friendly Community Initiative** - The council is seeking approval to make Cambridgeshire an Age-Friendly Community. Including looking at improving housing design, transportation, and public amenities like park benches, public toilets etc.
- SE suggested strategically placing seats in shops to assist older people stay active and independent by providing resting spots and reducing reliance on mobility aids.

Older Adults Social Inclusion Grant

- Big pot of money approved to be spent in a localised way, so rather than paying for one big service to deliver services across the county, instead aiming for paying social inclusion activities including lunch clubs, coffee mornings, chair based exercises.
- RS mentioned mental stimulus and digital exclusion, can't find any information about, U3A, very limited in Peterborough? **ACTION - GL to investigate and circulate.**

Care Micro Enterprises

- Enabling people to provide care within their community and reducing the need for long commutes. This model is particularly beneficial in rural areas, allowing residents to earn by delivering essential care to their ageing neighbours.
- Currently there are about 40 CMEs in Cambridgeshire, consisting of self-employed individuals and small agencies (maximum 10 staff). They support both self-funding individuals and those receiving direct payments from the local authority.
- In a nutshell these are what CCC are doing to make quality of life, experiences and health & wellbeing better for older people.

Belinda Child – Peterborough City Council (Attending on behalf of Elaine Park)

- Continue to await CQC Inspection, with preparation ongoing.
- Current wait time for older people from referral to assessment is up to 7 weeks. Cases are triaged and risk-assessed, ensuring urgent needs are prioritized.
- **ACTION - Email median date for notes after the meeting.**

5) Older People Partnership Board Priorities 2024/2025 – Graham Lewis

Discussed 2023/2024 Priorities

Cost of Living Crisis (Adopted as an Adult Social Care Forum Priority)

- Info about various schemes, support initiatives, benefit reviews, and hubs circulated.
- PCC and CCC implemented different initiatives to address community needs.

Public Transport

- GL participated in the Mayor of Combined Authority Roundtable discussion.
- GL presented to Active Travel England on 'Access for All'.
- Greater Cambridge Partnership discussed proposed Sustainable Traffic Zone, scheme later cancelled.
- GL part of a panel at the Cambs & Peterborough Climate Partnership (Nov 2023).
- Community Transport concerns – Schemes closed post-Covid & awareness is low.
- Gavin Moulten (Combined Authority) advised wide range of schemes are running, and Care Network Cambridgeshire can assist setting up, supporting new schemes.

6) Other Meeting Highlights – Graham Lewis

ACTION – GL to circulate information on recent Adult and Social Care Forum meeting and Healthwatch Health and Care Forum Updates.

7) Notes of the last meeting and Action Log Updates – Graham Lewis

- GL recapped meeting 11th March 2024. Board agreed notes.
- Action Log Highlights (see Action Log for all updates). 65-67 complete.
- Discussion of priority to link to PPG work – invite PPG representatives to older people Partnership Board so they can hear first hand what patients want and perhaps will help recruit new members at the same time.

8) Any Other Business –

Date of next meeting

Date: Monday 9th September 2024

Time: 11am to 1pm, (**Pre-meeting removed as of June 2024**).

Venue: Venue to be confirmed.