

Physical Disability Partnership Board Notes

Tuesday 20th August 2024, 11:00am-1:00pm, online via Zoom.

(Pre-meeting for Independent Members from 10am).

Useful Acronyms ASCF – Adult Social Care Forum CCC – Cambridge City Council ICB – Integrated Care Board	ICS – Integrated Care System ILS – Independent Living Service PB – Partnership Board (Healthwatch) PCC – Peterborough County Council
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1) Welcome, Introductions, Apologies and Housekeeping

- An Independent Member agreed to chair the meeting and apologies were noted.
- Healthwatch requested permission to record the meeting for note taking only.

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

- Notes from May 2024 were recapped and agreed.
- Action Log Highlights (see Action Log circulated prior to meeting for all updates):

128) GL has had an email exchange with Caitlin Bones about the issues.

130) Action was closed.

133) Addenbrookes prosthetic clinic renamed to Cambridge Prosthetic and Orthotic Service has moved to Great Shelford. However not all patients have been informed of the changes that have been made to the service. GL has shared the details to the PDPB. Action was closed

136) Place based commissioning in Cambridgeshire. Diana Mackay was going to follow up for information to be shared.

137) The ICB responded that they don't own all the buildings, so they don't have influence in every case. The programme will take time to roll out. This is a Partnership Board priority area.

138) This item about dentistry is now closed.

3) Independent Member Feedback and Updates:

Bupa Dentist Covering Hospital Dental Appointments

- Peterborough City Hospital (PCH) referred a patient to a local Bupa dentist in Orton to have an appointment instead of it taking place at hospital as originally planned. The service was not joined up as conversations about the treatment were not taking place. Question raised whether the Bupa dentist has the same facilities to deal with extractions that would usually be done at PCH and communicate fully with patients taking anticoagulants.

ACTION: Report to Healthwatch Information and Signposting Team to investigate.

Doctor's Surgeries Accessibility

- Currently GP surgery has inaccessible entrances, no lower counters at reception, inadequate disabled toilets. This issue was updated with details that no progress has been made despite communication with the practice manager, the CEO of Lakeside Health and the local MP Ian Sollom.

4) Cambridge University Hospitals (CUH) Outpatient Strategy Patient Involvement – Matthew Zunder and Jade Hunt

Context and objectives

- At CUH we are looking at making big changes to the way we run out outpatients services
- Outpatient attendances at CUH have increased significantly over the last decade – with a 25% increase in annual appointments. Waiting lists have been growing, even more so since Covid, and patients are often waiting too long for care
- The model for outpatients hasn't fundamentally changed in the last fifty years
- Many patients must travel far and wait months to attend appointments that only take minutes, and where they may have to come in again soon after for further tests
- We want to make the process more personal, efficient and patient-centred, improving the experience of both clinicians and patients

A presentation was given, and feedback invited. Discussions touched on:

- Whether services can be improved if they are more local to patients. Are public transport links being fully factored into the chosen locations.
- If clinical pathways and referral systems can be more streamlined to improve the patient experience.
- If the use of Artificial Intelligence and technologies such as the MyChart App and virtual appointments can be used to better effect.
- The topics of empowering patients and treating patients as experts by experience.
- Accessibility needs including changing places for adults are often overlooked and are lacking in many places including within clinics. The impact on wheelchair users, people with disabilities and people with dwarfism were explored.

Matthew shared his email details so that people could follow up if they wished and thanked everyone for their contribution.

5) Physical Disability Team – Philippa Avey-Walters – Peterborough City Council Recruitment and Staffing

- The community long term team has filled all its social work vacancies, and newly qualified social workers will start in September. However, there are still senior social worker vacancies and social worker vacancies in other areas.

Call Handling and Waiting Times

- Philippa provided an update on the service's waiting lists and times, as well as staffing vacancies. In July, there were 4,015 contacts, an increase of 635 from June, with 95 people waiting for services.
- The adult safeguarding team received 134 referrals in July, with 59% progressing to a full inquiry. The rest were resolved at an earlier stage.
- Healthwatch inquired about the increase in contacts in July, but Philippa did not have specific data on the reasons but suggested it was due to a number of reasons including people needing care due to holidays and school leavers.

6) Commissioner Update – Cambridgeshire City Council Diana McKay

- Handy Person Service, in partnership with the five District Councils, offers minor home repairs like fixing leaks and installing grab bars. This service is also available to people with long term condition. They do small DIY jobs that are needed around the house, like fitting ramps, grab rails, and key safe boxes or fixing leaking taps. There is a link to the service on the Age UK website. GL shared the link.
- DM is seeking feedback about the service as the Council currently has a contract with Age UK until March 2026.
- Action: Diana Mackay is checking the eligibility criteria for people with disabilities
- Larger housing works in Cambridgeshire are carried out by NRS or through the district councils.
- Peterborough City Council runs a similar service for housing adaptations but not through Age UK.
- DM asked on behalf of the commissioning team from PCC, if they can talk about the Care in the Community initiative at the next meeting, but unfortunately the agenda is full.

Bus Consultation

GL shared that the Combined Authority are doing a consultation on public transport. There will be an in-person consultation meeting for all Independent Partnership Board Members on the 17th September at the Maple Centre.

ACTION: GL Healthwatch to share details.

7) Care in the Community – PCC Sophia Maddon, did not go ahead.

8) Other Updates

Health and Care Forums

- They have had the Healthy Places Joint Strategic Needs Assessment delivered by Bryn Hilton and Ian Green from Public Health.
- Updates from the Alzheimer's Society and End of Life
- Discussion around Palliative Care and a survey from Marie Curie. MK can share the information and survey if still running.
- Care micro enterprises and projects that are being run by CCC.
- The Ferry Project have been running courses about healthy eating
- Job Centre Plus has new job coaches to support people back into employment.
- Age UK's community support fund phase is coming to an end.

ASCF – Adult Social Care Forum took place on 17th July 2024.

- The main subject of discussion had been about the next review by the Care Quality Commission Assurance Process. The councils shared that they have been actively learning from Hertfordshire County Council's experience or a review. Priorities of the ASCF were also looked at including:
 - Training gaps for staff have been identified, particularly about the accessibility needs of patients.
 - Access to health services
 - Access to transport services

A leaflet about Healthy Eating Courses in Huntingdonshire was shared. MK to share to a wider audience.

9) Any Other Business

- GL shared information about the current county wide Healthwatch Eye Care Survey and Enter and View programme. MK to share details with all.
- GL shared information about a survey on Life Transitions that is happening in South Cambridgeshire. MK to share the details.
- GL reminded all that the Healthwatch Cross Board Summit on Tackling Health Inequalities takes place on the 2nd October 2024. We would like to hear from as many Independent Members as possible, so please sign up through the website. There will be plenty of workshops aimed to discuss these topics and lunch will be provided.

Date of next meeting

Date: Tuesday 19th November 2024

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

Venue: Online Via Zoom.