

Carers Partnership Board

Tuesday 10th September 2024, 11–1pm, (10–11am pre-meeting).

Hybrid (via Zoom) held at Maple Centre, 6 Oak Drive, Huntingdon, PE29 7LB

Useful Acronyms	
ASCF – Adult Social Care Forum	ICS – Integrated Care System
CCC – Cambridge City Council	CPFT –Cambridgeshire and Peterborough Foundation Trust
CPB – Carers Partnership Board	PB – Partnership Board (Healthwatch)
ICB – Integrated Care Board	PCC – Peterborough County Council

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 and use Zoom A.I. Companion for note taking only.

2) Minutes of the last meeting and Action Log Updates – Chair & Graham Lewis

- One spelling mistake was picked up and someone felt that the July notes were more difficult to read.
- The need for anonymity of Independent Members due to data protection was explained by GL. Names/initials of Independent Members will no longer be used in the notes. Whether a list of attendees could be circulated was discussed but no agreement was made.
- It was asked if the meeting notes could be published on the website earlier than they currently are. However, currently they need to be approved by the board first.

Action Log Highlights (see Action Log circulated prior to 7th meeting for all updates):

203) This is ongoing as it was delayed by the recent General Election.

212) GL to check if the PCC commissioning updates had been received and circulated.

3) Feedback from Independent Members – Independent Members

Pre-meeting discussion feedback

Discussions in the pre-meeting for Independent Members would be fed back by GL/MK to the information and signposting team.

Carers Assessments Through the CCC Website

An Independent Member tried to apply for an assessment but found the website page hard to navigate and was unable to apply. Laura Green from CCC took onboard the difficulty this member had and suggested a resolution. Feedback would be taken back

to the team at CCC who are actively reviewing how easy their web pages for carers are. Hopefully the Bridgit App will aid carers to find the help they need when it comes online.

➤ ACTION -LG to resolve the website access problem with the carer.

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:

- The idea of a 'One Stop Shop' where tests and consultation for the same condition were covered in one location, on the same day, was met with enthusiasm from all. A carer has had positive experiences of this approach at Stoke Mandeville hospital. Also, it could work well for carers who can struggle to make lots of appointments on different days due to their caring commitments and the need to find cover for their caring role while they are away.
- Patient choice of type of appointment, particularly being offered a telephone appointment when appropriate, was seen as a benefit for carers as attending in person can be difficult.
- Appointment and surgery choice when choosing dates would be an improvement for carers. Finding the right person to cover their caring role was difficult. Priority appointments for carers could reduce impact on those cared for and carers.
- The funding for moving services like blood tests to community settings was raised and how would the strategy address this. MZ shared that they are in discussion with the Local Medical Council to work on solutions to reduce crossover testing, avoid putting additional pressure on primary care and improve shared working relationships between consultants and GPs.
- Data formats from different trusts are not compatible. This impacts the care people get in hospital if they are visiting different hospitals. Some carers feel they will need to start carrying medical notes for the person they care for. Would an app or memory stick work?

- Carers are expected to become medically competent so they can carry out their caring role.
- When the person who is care for, needs to attend hospital or when admitted to Accident & Emergency, the carers can face big challenges getting the right treatment for the person they care for.
- The legal barriers to data sharing are actively being looked at however this is a national and complex problem that needs to be addressed at a higher level.

5) Other Meeting Highlights

ASCF - Adult Social Care Forum – Graham Lewis

- At the last forum, 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 of a review. Priorities of the ASCF were also looked at, they include:
 - Training gaps for staff have been identified, particularly about the accessibility needs of patients.
 - Difficulties in accessing health services due to a lack of accessible equipment or the buildings had accessibility issues.
 - Access to transport services was ongoing. The Combined Authority will hold a consultation on the bus service on the 17th September. Information has already gone out to the Independent Members.

Healthwatch Health and Care Forums – Chair

At the Huntingdonshire Health and Care Forum on 3rd September, a presentation was given about the improvements and rebuilding of Hinchingsbrooke Hospital. These would be ongoing until 2030 and details are available on the hospital website.

- Request that details of engagement events will be shared with the Partnership Boards. GL explained they usually are and Healthwatch will continue to do so whenever possible.

General Practitioners Engagement Event – Independent Member

- GPs from a local surgery held a meeting with patients about the impact on appointments and services in Primary Care due to the work to rule campaign.
- East Barnwell Surgery was going to close but will now stay open under a new contract with a private company.
- The implications of the introduction of Doctor Lite, which is an initiative that directs patients to other health professionals instead of a GP was discussed.

Comments

Lakeside Healthcare operate surgeries in St Neots. The impact has been mixed with some improvements to services but also some of the changes have not been good.

- A carer is panel member for the Healthcare Inequities Improvement Programme. A management data tool has been designed to aid senior NHS practitioners to find holes in their own systems which is already starting to show positive results.

6) Bridgit Care - Unpaid Carer Online Support Platform – CCC/PCC and Darren from Bridgit Care

Kulvinder Kaur gave an overview of the joint work between CCC and PCC on the Accelerating Reform Fund Project. The two projects being delivered are:

- Palliative Care Training & Skills Tools
- Bridgit Self-Help for Carers – a digital tool

Slides from the presentation will be sent out after the meeting along with the presentation about Bridgit Care.

Palliative Care Training & Skills Tools – CCC/PCC

- This project aligns with the All-Age Carer Strategy. Hospital discharge is recognised as being a crucial time for identifying and involving unpaid carers at the earliest point possible.
- There is a learning gap amongst professionals who find it difficult to relate to carers, with providing support, at the time of the cared for going through end-of-life care. Videos, podcasts, literature, and training sessions have been produced.
- The goal is to empower professionals in facilitating meaningful and supportive conversations to aid caregivers. These resources can be integrated into council induction programmes for new recruits and refresher training sessions.
- We have worked with Caring Together, The Arthur Rank Hospice, Sue Ryder Hospice, Alzheimer's Society and Anglia Ruskin University as our core stakeholders.
- Training is scheduled for 7th October 2024 – we would like representation from the Carer's Board to participate in the training. All Sessions will be certified.
- Formal Training Launch is scheduled for 4th November 2024

Bridgit Self-Help for Carers – a digital tool – CCC/PCC and Darren

Affy Wajid gave details of the work that has been undertaken, including working with Caring Together to get ready for the soft launch of Bridgit App and want carers to use the app then feedback their findings so that fine tuning can be done to make sure it works as well as it can.

We are working with Centre 33 to reach young carers so support can be improved.

Darren from Bridgit Care explained in detail about Bridgit and shared slides about how it can help to support carers. These will be shared with the board.

- Bridgit Care was developed by Darren who worked within the NHS whilst caring for his grandad.
- It provides information about what support is available for carers through local authorities and voluntary organisations through an interactive website.
- 450,000 carers across the UK have been reached so far.
- It will be free to use and aims to identify more unpaid carers.
- Each GP surgery will get an information pack.
- The Bridgit Platform also offers carers self-help tools and can aid connections to services that highlight they are an unpaid carer.
- Support includes wellness checks, carer assessments, a virtual coach, regular emails and online contingency plans.
- It works especially well for carers new to a caring role.
- Contact details for Darren and team will be shared with the notes.

Comments, Questions and Answers

Q Would the Independent Members benefit from a session just about Bridgit as it offers a wide range of support?

A GL suggested that a Task and Finish could be arranged. This was discussed and it was felt that more discussion between the board members as to the remit of a T & F should first be established. Darren would be happy to meet up with the group in person and take on feedback. **ACTION: LG/KK to look at this and discuss with GL**

F There were mixed feelings as to the benefit of Bridgit for people who have been carers for a long time but agreement it could help new carers.

LG Key parts of our strategy are carer identification and access to information. This platform is not designed to replace the face-to-face and telephone support offered by Caring Together. We want to get the content right and welcome feedback.

KK The soft launch period aims to identify gaps in the local content and be a phased introduction so that the system is not overwhelmed.

Q Is the platform only aimed at carers of adults?

A No it works for all carers aged 18 and over who care for anyone. A different offering for young carers is being looked at.

Q Have you already reached out to Pinpoint?

A Yes, they will have been included in our stakeholder group.

7) All Age Carers Service Highlights

Centre 33 - Helen Eaves updated that:

- They have been busy implementing the new contract alongside working their summer programme.
- More activities are planned for October half term and over Christmas.
- They are working with primary and secondary schools so that the transition is continuous for Young Carers Champions. A carer fed back that a young carer they know was offered support very promptly after starting secondary school.

Caring Together – Alice Langdon updated that:

- They have been busy with the Carer Friendly Tick with applications from both hospital trusts.
- Collaborative work is being done with the hospital discharge planning team.
- They are running a Personal Independence Payment (PIP) workshop on the 23rd October. Sign up through Eventbrite. **ACTION Healthwatch to share the link.**
- The All Age Carers contract has been renewed so most services are continuing.

8) Commissioner Update – Peterborough and Cambridgeshire City Councils

CCC – Anne Betts Walker – Commissioning Manager (Full update circulated)

Anne updated that they have been focusing on the renewal of the contract with Caring Together.

PCC – Elaine Park – Head of Assessment Care Management

- Training has been taking place for staff around Structured Movement and Balance. They have been working with CPFT and the Falls Team to raise awareness.
- The new Operational member of staff has been recruited and will be introduced at the next meeting.
- They have been looking at simplifying the direct payment process.

CCC – Laura Green

- Interviews will be taking place for Apprentice Social Workers. A carer added that they would be on the interview panel and is pleased at this positive round of recruitment. LG will feed back how successful the process is.

9) Any Other Business – Date of next meeting

- GL shared that Healthwatch are doing two surveys. One about life changes for people in Cambridge and South Place area. The other is about eye health and care.
- GL reminded all that the Healthwatch Summit is on 2nd October and to contact him if they would like a place.
- **ACTION Healthwatch will share details of the surveys.**

Date: Tuesday 12th November 2024.

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

Venue: Maple Centre or hybrid online.