

# **Older Peoples Partnership Board (OPPB)**

Monday 9<sup>th</sup> September 2024, 11-1pm, Hybrid Zoom meeting at The Maple Centre, Oak Drive, Huntingdon PE29 7HN. (Independent members pre-meeting 10.30am).

## **☒ Welcome, Introductions, Apologies and Housekeeping**

- The Chair and Graham Lewis, Healthwatch welcomed all, apologies were noted.
- Healthwatch requested permission to record the meeting and use Zoom A.I. Companion for note taking only.

## **☒ Independent Member Feedback**

### **Appointment Access – Health Inequalities**

- Concerns that healthcare inequalities are being made worse by a lack of access to medical appointments and delays for diagnostic appointments. Some people are being urged to or feel there is no option than to pay privately.
- Concerns about a mismatch in funding between primary care and secondary care. As more appointments and services are being carried out by primary care, will adequate funding be provided.
- Changes to blood testing sites is impacting patients and the picture is becoming confusing with people being sent to places like pharmacies and mobile units however the communication that things are changing are not in place.

## **☒ Cambridge University Hospitals (CUH) Outpatient Strategy Patient Involvement – Matthew Zunder and Laura Dunkling**

### **Context and objectives**

- At CUH we are looking at making big changes to the way we run out patients 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 pros and cons of patients using technology for monitoring conditions from home.

Planners need to be made aware that the time it takes for people to get around the hospital differs and this to be reflected in the signage.

The irritation that IT systems used by hospitals and GP surgeries do not link up very well or not at all. If this could be improved, it would benefit everyone.

Appointment types. An example of this is PIFU (patient initiated follow up) which gives the patient more choice and flexibility over when they have a follow up. Generally, it was thought that patient choice should be at the forefront for appointments.

Matthew thanked everyone for their time and contribution.

☒ **Older Peoples Services Update –**

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

- We continue to await the Care Quality Commission Inspection, with preparation ongoing.
- The waiting list for the Occupational Therapist assessments is 85 with the oldest case from the middle of July, so there is a reduction in waiting time.
- Timelines have improved in adult early help and have a waiting list of 81, the oldest case is the beginning of June.

## ☒ **Highlights from Other Meetings**

### **Huntingdonshire Health and Care Forum**

- Hinchingsbrooke Hospital in Huntingdon is undergoing an extensive rebuilding programme planned to finish in 2030. Facilities will be improved and there will be improvements to the road access.

### **Adult Social Care Forum – Graham Lewis**

- 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.

## ☒ **Healthy Places Joint Strategic Needs Assessment – Iain Green Public Health**

Iain explained the aim of the assessment was to create system-wide recommendations to support the development of healthier, easy to access and inclusive communities across Cambridgeshire and Peterborough.

After the presentation Iain asked everyone, what things affect access to either healthcare or healthy food, and what could be done about it.

### **Comments and Feedback**

- There is good access to shops, pharmacies and bus stops in the central part of Cambridge city, but it gets poorer the further out you live. Bus stops are too far apart for some people, especially those with impaired mobility, to be able to use them.

- Bus services in rural areas and villages have been reduced or stopped which has impacted access to a greater variety of shops that sell healthier food.
  - The Alzheimer's Society have had reports that people receiving care through a Care Package are being given less healthy foods instead of the healthier options that are available. The Adult Social Care teams asked to be made aware of instances when this happens so that additional training can be provided if it is needed. **ACTION: GL to email Kirstin from CCC and Wendy from Alzheimer's Society.**
  - It was queried why alcohol not included in this assessment? Iain said that a separate Needs Assessment would be looking at that.
- Iain thanked everyone for their comments and time.

## **Commissioner Updates**

### **Peterborough City Council – James Fordham**

Further engagement has been taking place on the Care in The Community consultation.

Two new care schemes have gone out to tender.

### **Cambridgeshire City Council – Graeme Hodgson**

Diana Mackay would like any feedback from anyone who has used the Handy Person Service, and her details will be shared by Graham Lewis.

Training called Making Every Contact Count has been given to day centre staff across the county. It focuses on physical activity and staying active.

Improvements to services are being helped by the creation of a Trusted Providers List for the Micro Enterprise Providers. These providers are single people or small businesses who provide care services locally. There are different ways to fund these services. Details are available on our website.

We are seeking people who are needing care in the home to co-produce a new model of care services that work in smaller localities. The focus groups can be by phone or in person. Please contact Graeme Hodgson for details.

The Care Together initiative includes a mobile gym for older people called Fitness Rush visiting different villages. This is part of a programme of funding to help people stay active.

☒ **Notes of the last meeting and Action Log Updates – Chair and Graham Lewis**

- The board agreed the notes were correct.
- Graham covered the Action Log Highlights (see Action Log for all updates).
- ACTION POINT 62 – Belinda to arrange for someone to give an overview of social prescribers and the work they do.

☒ **Any Other Business –**

GL shared that the Combined Authority are doing a consultation on bus franchising. There will be an in-person consultation meeting for all Independent Partnership Board Members on the 17<sup>th</sup> September at the Maple Centre. ACTION: GL to share details with all.

GL shared information about the current county wide Healthwatch Eye Care Survey and Enter and View programme. ACTION: MK to share details with all.

GL shared information about a survey on Life Transitions that is happening in South Cambridgeshire. ACTION: MK to share the details.

GL reminded all that the Healthwatch Cross Board Summit on Tackling Health Inequalities takes place on the 2<sup>nd</sup> October 2024. Independent Members are very welcome, so please sign up through the website.

- ☒ The use of MyChart is increasing but each provider creates their own app that will need to be signed up to.
- ☒ Terms of Reference review and a consultation on the next Healthwatch Cambridgeshire and Peterborough strategy will be part of the next agenda.

**Date of next meeting**

**Date:** Monday 9<sup>th</sup> December 2024

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

**Venue:** Venue to be confirmed.