

# Voluntary Sector Health Forum

**Notes of the FAREHAM & GOSPORT  
VOLUNTARY SECTOR HEALTH FORUM**  
*Tuesday, 7<sup>th</sup> October 2014, Fareham Community Church*

Meeting hosted by Community Action Fareham, attended by representatives of 33 local health groups and representatives of the Clinical Commissioning Group for Fareham and Gosport and Gosport Borough Council. A list of those who attended is appended to these notes.

Raymond Hale, Chair of Trustees, Community Action Fareham welcomed representatives from the Clinical Commissioning Group for Fareham and Gosport: Brenda Woon, Engagement and Partnership Manager and Jo Parkinson, Senior Development Officer. Raymond explained that Jo would be giving responses on behalf of the CCG to concerns raised by groups during the last meeting, and thanked the CCG for their ongoing support, particularly Dr Keith Barnard, who sent his apologies for this meeting.

RH also introduced Cllr. Roger Allen who not only sits on the CCG board but also represents Gosport Borough Council and the Hampshire Health and Wellbeing Board.

RH also gave the meeting an update on the condition of Vivienne Pugh, Facilitator of this Health Forum who has been unwell. Vivienne is credited with initiating the Health Forum and being the driving force behind its success.

## **Responses from the CCG to Feedback from the meeting on 5<sup>th</sup> August**

Paper copies were circulated at the meeting, but for details of Jo Parkinson's presentation, please [click](#) Jo also flagged up a target meeting scheduled for the afternoon of 29<sup>th</sup> January 2015 at HMS Collingwood. The meeting is primarily run for GPs and nurses, but will be dedicated on this occasion to the voluntary sector, and 40 to 50 groups are invited to attend. Please contact Jo if you are interested, at: [j.parkinson1@nhs.net](mailto:j.parkinson1@nhs.net)

During Jo's feedback regarding the British Red Cross facilities at Fareham Community Hospital, Pat Gulliford of Friends of Fareham Community Hospital highlighted that there was still no sign of the BRC moving in. Libby Thomas of the BRC said that they were progressing but there was a lack of information from the CCG. JP promised to follow this up.

During Jo's feedback regarding mental health, Georgina Shane from Two Saints said that there was still a significant issue with those with serious mental health issues not being able to access appropriate help, or not engaging with the services available. JP said she would discuss with her on a one to one basis later in the meeting. Melanie Whitfield-Tinkler reminded the group that she had raised this issue with the CCG's Richard Samuel at an earlier meeting, and expressed her concern that the provider of choice for counselling services; ITalk, was not appropriate in all cases, and as a result, those needing help were dropping out and seeking help elsewhere.

Paul O'Beirne thanked the CCG for their ongoing support.

### **Putting Feet First - 24<sup>th</sup> November in Ferneham Hall**

RH brought to the meeting's attention this awareness raising event run by Diabetes UK which aims to help prevent the 50 diabetic amputations in Fareham and Gosport every year. Further information at: <http://www.diabetes.org.uk/putting-feet-first>

### **Age Concern Hampshire**

Caroline Shell from Age Concern Hampshire introduced herself as the newly in post Information and Advice Coordinator for South East Hampshire. Age Concern Hampshire represents anyone over 50 and has 180 staff and 400 volunteers throughout the county. Caroline gave a brief outline of their service:

- A Freephone helpline giving accredited information and advice on any topics of concern, such as health, finance and benefits.
- An outreach service for those needing one-to-one support including talks, roadshows and cafes. They are looking to develop these services with the involvement of other agencies, such as dementia advisors.
- A range of wellbeing services at Day Centres, such as computer skills, foot care, and hairdressing.
- Village agents in rural areas, who signpost people to Age Concern advice and wellbeing centres.
- Time to Talk – counselling for people with dementia.

Caroline outlined their key priorities as:

- 1) Effective links and communication between health professionals and voluntary sectors.
- 2) Implementation of the Better Care Fund and the role that the voluntary sector will play.

### **Open Sight**

Presented by Jenny Robinson from the Fareham branch of Open Sight, which has been giving unbiased support, information and guidance to visually impaired people in Hampshire for 92 years. Jenny outlined the support of the team at Bishopstoke who offer telephone advice, one-to-one visits for people at home as well as at the office, two independent advisors who give advice on benefits and equipment etc. and a mobile unit for those with sight/hearing issues. There are also 6 social clubs in Fareham who run once a month, run by visually impaired people and who welcome disabled people who have issues involving sight loss, but there are other groups all over the local area. Jenny outlined the difficulties for people who lose their sight later in life. That there are over 10,000 known visually impaired in Hampshire (not all of whom are members of Open Sight) and an estimated additional 12,000 not identified who have sight loss. Jenny also mentioned that they are always looking for volunteers and drivers.

Open Sight outlined their key priorities as:

- 1) Ensuring Ophthalmologists follow the necessary registration procedures so that people needing support and advice are referred to appropriate help.
- 2) Improvements to the signposting in GP surgeries to assist those with visual impairments. At present, there is a lack of understanding of the issues for people with sight loss who are visiting surgeries and other health settings.

### **Gosport Older Persons Forum**

Suzanne Pepper introduced the Forum; an independent group of residents over the age of 55 who live or have interests in Gosport and whose executive committee work to make sure that their members' views are represented. The Forum consults with and campaigns

on behalf of older people on any issues that affect them, and hold regular meetings and social events. For example, they are currently involved in a campaign to improve access to the Falkland Gardens disabled access toilet in Gosport. They also work closely with other local clubs and organisations. An open meeting is planned for April of next year as well as their INFOFEST55+ day on October 24<sup>th</sup> and they are currently bidding for funds to run a mobility scooter training scheme. One of their main priorities currently is to raise awareness of the services available at Gosport War Memorial Hospital.

Further information about GOPF can be found at: [www.gosportopforum.org.uk](http://www.gosportopforum.org.uk) For details of activities organised in Gosport for October Older Person's Month, please [Click Here](#)

RH mentioned that Fareham Borough Council and Community Action Fareham were looking at setting up a similar group in Fareham, and would value the expertise of the Gosport group as and when this happened.

### **Chrysalis**

Chrysalis is a Charity with meeting centres for transitioning transgender (transsexual) adults. Chrysalis provides counselling, support and life skills workshops for Male-to-female, Female-to-male and Intersex beneficiaries. Each Meeting Centre has a trained counsellor and support workers. Dianne, founder of Chrysalis, highlighted the alarmingly high number of transgender people who are suicide survivors (90%) or who self-harm, and the importance of having trained counsellors to help them. Chrysalis help people whilst they are transitioning, but were asked what help was given to people before they reached that stage? Dianne said that there was very little help given as existing facilities were not appropriate as people in this situation need specialist support. Gender Variant Children have been treated in this country since July 2011, and Dianne pointed out that they were being signposted to appropriate help. Dianne presented a fascinating insight into the medical issues that determine gender identity, [Click here](#) to view.

The priorities for Chrysalis are:

- 1) Providing GPs with information to signpost patients to Chrysalis
- 2) To become a registered provider, and Dianne asked Jo Parkinson if this was a possibility. If it is it would enable Chrysalis to gain funding for the continued administration of the Charity.

For further information about Chrysalis, go to: [www.chrysalis-qii.co.uk](http://www.chrysalis-qii.co.uk)

Jo Parkinson also updated on a number of other matters for the CCG and gave an informal response to the presentations from the 4 groups today.

She encouraged as many groups as possible to come along to the Target meeting on 29<sup>th</sup> January 2015 and said that one of the subjects up for discussion would be how best to get information to your GP. Jo noted that the CCG is implementing a new system for GPs (DXS). Jo noted that the CCG is implementing a new system for GPs (DXS). This will provide GPs with clinical pathways, referral forms and general information. It is hoped that in the future it will be able to extend this to the voluntary sector. Age Concern Hampshire – Jo proposed that there should be an item at the next Forum meeting to discuss the government's Better Care Fund (a scheme to encourage Health and Social Services to work together more effectively) as the CCG is doing some work on this at the moment.

Open Sight – Jo said that she was aware that there was an issue with ophthalmologists not facilitating referrals, and would take this back to the CCG. Regarding signage and communication at GP surgeries, the CCG would remind them about the difficulties for people with visual impairment, i.e. of using the automated screens to log their arrival.

Gosport Older Persons Forum – further to discussion about the numbers of people who preferred to go to the surgery, and those that were happy with a telephone service, the CCG will respond to concerns that some surveys could be biased.

Chrysalis – asked how to become a Registered NHS Provider? Jo said that she would find out.

CCG Community Engagement survey on IVF and conception. Jo highlighted that this survey would close on 19<sup>th</sup> October and feedback would then be considered. [<click>](#) to access this survey online.

Dianne from Chrysalis asked whether transgender groups were consulted during the survey on IVF and conception? Brenda Woon/Jo Parkinson said no, but that the survey was still open, so they would make sure this was addressed.

Engagement on expanding the services at Fareham Community Hospital. There will be a workshop on health and wellbeing services on site. The CCG are also developing an engagement forward planner, and asking people for their views on urgent care services, particularly focussing on the CCG's objectives.

The CCG are also re-tendering for an Independent Sector Treatment Centre at QA hospital – feedback and findings will follow.

The CCG's first AGM was held on 10<sup>th</sup> September and some information was given about that.

### **Surgery Sign-posters**

David Miles said a few words on the progress with regard to surgery signposters (a trained volunteer who will signpost the patient to an appropriate group following referral from the GP). A budget request has gone to the CCG with the hope of financing schemes in Fareham, Gosport, Havant and S E Hants.

### **Falls Survey**

A survey is being carried out by the CCG across Portsmouth and South East Hampshire to establish what improvements need to be made to the current Falls Service, and the CCG is inviting feedback from those that have used the falls service, or those that care for them. It is estimated that 30% of people over the age of 65 have a fall once a year, and the survey looks to examine what preventative measures can be put in place and whether after care can be improved. The survey can be found at:

[www.surveymonkey.com/s/fallsservices](http://www.surveymonkey.com/s/fallsservices) or call 023 9268 4821 to request a paper copy.

Margo Berry of the Portsmouth Osteoporosis Group mentioned that they had already taken part in a satellite focus group to discuss this issue with the CCG.

## **Group Work**

### Living Longer Healthier

Table discussions took place about addressing the needs of older people, falls, frailty and loneliness and keeping them out of hospital. Feedback was briefly given and is now being collated.

## **Other Announcements:**

Paul O'Beirne highlighted the following items of interest to the meeting:

**Community Action Fareham's AGM;** Thurs 23rd Oct at the Fareham Community Church. The meeting has a health focus with a speaker from our national association NAVCA. Last call for including an article in the review about the work that groups have done during the year. We have a space for a speaker; 4 minutes to speak about the value of your volunteers and a chance to take the trophy! [<Click>](#)

We will be undertaking a **Community Needs survey** shortly; we would like opinion about the best method to canvass for views, a Paper form, an online form (e.g surveymonkey) a telephone call or a focus group meeting. We will contact you shortly!

We are pleased to say that we have obtained **Healthwatch funding** for a health service users survey for harder to reach groups – i.e over 80s and non-English 1st language speakers.

**QA** hospital are organising **Constituency meetings** 27th Oct in Fareham, 26th Nov in Gosport [<click>](#)

**Electric Blanket Testing** in Fareham 13th Oct at Ferneham Hall.

**Self Management** UK (was expert patients) **courses** to help people manage their own long term conditions. **Next course** starts in Fareham 24th October. 6 sessions runs to 28th Nov. 10:30 to 13:30 each time 03333 445 840 [<click>](#)

Fire Safety have launched a new **Home Safety service**. This better targets those who need support. There will be an almost immediate response for the most vulnerable. There is new literature. [<click>](#)

**HCC Adult Service** invite service users, carers, communities and staff to an **Involvement Open** day between 10 and 2pm on 3rd Nov at Winchester [<click>](#)

Next meeting is Tuesday, 13<sup>th</sup> January in Gosport. 12pm until 2.30pm to include lunch.

Appendices: [List of Attendees](#)