

Voluntary Sector Health Forum

Fareham and Gosport Voluntary Sector Health Forum 1st March 2016, Fareham Community Church

Attendees and Apologies: **Please see attached list**

1) Welcome

Paul O'Beirne began by welcoming attendees and introduced two new attendees

Melanie Lightfoot – Headway Portsmouth & South East Hants

Yvonne Fisher - Complaints and Patient Experience Manager – F&G CCG

2) Minutes of the last meeting

Paul O'Beirne reviewed the minutes and asked for feedback from minutes of last meeting

Tez mentioned spelling mistake of his name – now corrected

3) CCG's Responses to the Priorities presented at the last meeting

Dr Keith Barnard presented responses:-

1. Make sure **Surgery Signposters** are informed about ARC
2. Praised Sue Greene **Give, Gain, Grow** for excellent presentation and the group for its 2 fold benefit to its members and the wider community
3. **AWARDS Advocacy**:- DWP fit for work decisions, GP's can make representation to DWP to challenge decision.
4. **GP Charges for Letters** etc. Charges are set by BMA, GP's not bound to charge. Fareham & Gosport GPs can provide a list of charges upfront to avoid unexpected charges. Patients facing difficulty in paying are advised to discuss this with the GP who may offer a reduction. Practices may have a policy on this and the Practice manager may be able to inform about it.
5. **WILD – CCG** keen to raise awareness of this condition among GPs, inviting Chris Brown to write an article for their (CCG) newsletter.
6. **Diabetes**:- 4M living with the condition in the UK, Increase of 65% in last 10 years. F&G CCG top of table for diagnosing new cases, 541 in F & G newly diagnosed. Many people live with the condition undiagnosed

- 4) **Review of Priorities** , The priorities that we have received during the first 2 years of the forum were collated into one document. A status update was included by Elizabeth Kerwood of F&G CCG. The document was provided at the January meeting and members were asked to review it, especially with reference to their own priorities. Members were urged to consider this with respect to - the accuracy of the response in the document, if there had been progress or if the group now had different priorities

The format of the exercise was that each table was set up with the priorities of several organisations so that they could focus on, discuss and review all outstanding priorities.

After 10 minutes, members of the forum gave feedback on behalf of their table. For many this was a combination of commenting on the status of the priority and providing a general update.

Comments and Observations from the members

Headway – Melanie Lightfoot - No: 54 Raising awareness at Q.A has improved with much effort from Headway, Members still face problems with transport costs – even community transport services have a cost. Using 30th Birthday celebrations this year to raise funds.

Parkinson’s – Valerie Rossiter - No: 44-45 Timing of administering medication is critical for the condition but many patients in hospital are facing delays in receiving medication and resistance to being allowed to self-medicate with the policy not implemented on every ward. Parkinson’s Society struggles to get a response from QA Chief Pharmacist on self-medication.

Multi-disciplinary clinics happen in other parts of the country. No Neurologist at Q.A, comes from Southampton. Easier to manage if all disciplines involved with patient care are in one setting.

Hampshire ARC Recovery – Simon Davis - No: 62 Trying to raise awareness with SSP. Seeking CCG help to link them to local paper contact. Also need to link in with the surgery signposters and email referral forms to all relevant agencies in the voluntary health sector. News in brief, summarise your event & they will publish.

Ileostomy Association – Pamela Webber - No: 30 & 31 Stoma Care Dpts are aware of I.A. but don’t always give out information to patients. The target meeting was helpful to meet GP’s and community nurses. A new group called Southern Ostomy Group has been set up independently which meets in the Kingfisher Caravan Park (Gosport) on the last Monday of each month. This is a mixed group with most patients having operations for Bowel Cancer. Some are members of I.A.

The Stoma Care Dpt at Q.A is very busy. Appliance companies have their own nurses in this area, who support Q.A. (This is how patients were helped before Stoma Care nurses were introduced into the NHS in the late 70’s). Portsmouth started with a part-time nurse and then progressed to a department. The local group used to be asked to visit patients but this does not happen very often and has reduced in the last 5 years, although we do

go to open days which are sometimes organised by departments. Appliance company's regularly have open days.

Diabetes UK – Raymond Hale - No 14 The improvements in handling diabetic foot problems to reduce high amputation rates are acknowledged. Diabetic patients need education and support in self-management so that they do not develop serious foot problems. It takes 6 months for a newly diagnosed patient to get on the DESMOND one day course. The number of courses could be increased at minimum cost by using Lay Educators. Lay Educators have been shown by proper medical trials to be just as effective as the specialist diabetes nurses in delivery courses. It is urgently requested that the CCG should commission Southern Health NHS Trust to increase the number of diabetes courses using lay educators as soon as possible.

Harbour Cancer Support – Melanie Whitfield-Tinkler No: 12 &13 No improvement since 2014 actually situation is worse. Harbour has experienced a 4 fold increase in demand for 1-2-1 psychological support, due in a large part to i-talk not meeting the needs of cancer patients as CBT does not generally work for people in this area. Mental health is still a major concern having experienced, on more than one occasion, no response from MH team to requests for support of people at high risk of suicide, resulting in one suicide attempts and subsequent sectioning. Mental health is only touching the surface at crisis level, not dealing with the issues and preventing crisis happening meaning organisations such as Harbour are supporting people with very high needs.

Open Sight – Debbie Ross - No 21 & 22 Eye Clinic Liaison Officer is in post at Q.A. Older Person's forum – awareness of services at GWM – still has work to do.

Chrysalis – Dianne Yexley - No: 24 & 25 Chrysalis is receiving more referrals however they are not all relevant. We are willing to help with training for GPs and Signposters.

Alzheimer's Society – Sonya Rimmer - No 26 Launched Kitbags & Berets programme in Gosport. Fundraising battles ongoing. Dementia Advisers service has had an extension until next year. We have a Dementia Support Service which covers the area and also the other groups Fareham Activity & Support Group runs monthly. Our group in Gosport is currently trialling different types of groups to see which they prefer. The group which was set up at the Fareham Community Hospital is still running well.

Dementia Friendly Hampshire – Jane Ward

During a recent visit from Jeremy Hunt to Hampshire he unveiled a plaque at Fareham Community Hospital which is the first Dementia Friendly hospital in Fareham and Gosport. In regard to Dementia awareness programme, we will be moving on to Gosport Memorial Hospital shortly. The Dementia Friendly Fareham & Gosport website will go live April 2016, this will include details of all of the local services. Several GP surgeries are involved in the Ispace programme to become dementia friendly and we are starting to look at extending this work to dental surgeries.

Moving on Project – David Pointon - No: 34 & 35 More funding required, Using media to great effect. GP speed matching event would be good to update on what's available.

Osteoporosis Group – Margo Berry -No: 36 More awareness for younger people of risk, hip replacement operations are reducing which is a good sign.

Shore Leave Haslar – Chris Robson - No: 16 Surgery Signposters service excellent initiative however noted that some people have been directed to us but they have not heard from anyone. Therefore can we have feedback each month on how many people have been signposted to us. Make sure Signposters are fully aware of what Shore Leave Haslar and other organisations really do. Perhaps a Networking event for SSP's would be beneficial.

British Red Cross - No: 18 Long waiting list for Wheelchairs. Need better way to recycle mobility aids, eg wheelchair amnesty and address difficulty around cleaning of recycled chairs

MS Society – George Mc Aleese - No 17 MS nurses have been retained, plus additional part-time post.

5) **Paul O'Beirne** gave some information as "Notices"

Paul shared the news that June Powell had a stroke at the weekend, she is in QAH, comfortable. Her family is close by and will update us.

Paul asked for feedback sheets to be completed and handed in.

The Fareham Men's Shed project had a very good response. There were 80 replies to survey and 30 people at recent exploratory meeting.

HCC have produced a training video for Safeguarding vulnerable adults. It is available on Youtube, and takes 30 mins <http://youtu.be/TC6Ms4gSG3k>.

Who Cares event in Fareham shopping centre, 1st two weeks of June. Expressions of interest invited

6) Lunch and Networking

7) **Jennie Romicheva** presented details of the **Got it Right Award**. Link to PowerPoint

This award is given after completing two simple checklists. Community Action Fareham can help any group that is missing any of the items. This can be over the phone, one to one support or training sessions.

Groups that have completed the audits will be invited to the next award evening which is 26th April 2016 at 6pm to collect their certificates.

The award demonstrates that a group operates to a recognised standard and that it understands and aspires to Charity Commission 'Hallmarks'

8) Sally Bigham and Doug Foster updated on **Surgery Signposters Project**, handout provided with details. The plan is to now include Fareham and Havant in the project.

In addition to the details in the handout Doug stated the Top Signposting destinations were 19 referrals to CAB, 19 to Dementia groups, 11 to Carers groups, 9 to GVA Awards services, 8 to I-talk and 6 to Befriending services.

9) **Presentation by Raymond Hale about his proposal that all health focussed groups should develop a Peer Support Policy.**

Raymond had previously spoken about a medical advice policy, but having given the matter further thought he recommends that groups develop a Peer Support Policy. Raymond's proposal is based on the success of the Lay Educators and the Peer Support programmes in Diabetes UK.

10) Other business

Elizabeth Kerwood CCG update - Multidisciplinary "Carousel Clinics" are being trialled in the north of the county for COPD and diabetes. Learning is being shared. Please feedback specific issues and they will be looked into. Invitation to Parkinson's society to participate in developing a Carousel Clinic.

Yvonne suggested that Harbour Cancer Support provide details of the health services that have let them down so that CCG can address issues of service shortfall.

Red Cross: question of returning kit relates to the H&S of cleaning standards. It is often cheaper to buy new than to recycle but acknowledged that amnesties do work.

Next meeting: 3rd May 2016,

Venue: hosted by Gosport Voluntary Action, location: Masonic Hall., Clarence Road, PO12 1BB

Attendees and Apologies

Organisation	First	Surname
Chatterbox LGBT Group	Thomas	Armstrong-Collett
Fareham & Gosport	Dr Keith	Barnard
Portsmouth and South East Hants Osteoporosis group	Margo	Berry
GVA	Sally	Bigham
Gosport Voluntary Action	Mandy	Bright
Hampshire DAAT	Tez	Cook
Hampshire Active Recovery Community	Simon	Davis
Chrysalis	Anne	Dundas
Breathe Easy/Gosport and fareham	Graham	Edwards
Gosport Voluntary Action	Doug	Foster
Adult Services	Robert	Frost
Friends of Fareham Community Hospital	Pat	Gulliford
Fareham & Gosport Diabetes UK group	Raymond	Hale
Community Action Fareham	Judith	Jones
Headway Portsmouth & SE Hants	Melanie	Lightfoot
Southern Health NHS Foundation Trust	Dominic	Lodge
Gosport Voluntary Action	Emma	May
MS Society	George	Mc Aleese
Community Action Fareham	Sasha	Miller
Portchester Community Association.	Mik	Norman
Community Action Fareham	Paul	O'Beirne
G O P F	Suzanne	Pepper
Community Action Fareham	Jayne	Pillai
The Moving On Project	David	Pointon
Community Action Fareham	Vivienne	Pugh
Alzheimer's Society	Sonya	Rimmer
Shore Leave Haslar	Chris	Robson
Community Action Fareham	Jennie	Romicheva
Open Sight	Debbie	Ross
Parkinsons	Valerie	Rossiter
Brendoncare	Karen	Seale
QAH	Mary	Sheppard
The Rainbow Centre, Fareham	Istvan	Szucs
Dementia Friendly Hampshire	Jane	Ward
Hants and IOW Ileostomy Association	Pamela	Webber
Harbour Cancer	Melodie	Whitfield-Tinkler
Community Action Fareham	Helen	Withyman
Community Action Fareham	Jessica	Wooldridge
Chrysalis	Dianne	Yexley
Community Action Fareham	Linda	Young

Apologies from

Hampshire County Council	Cllr Chris	Carter
Parkinsons	Alan	Causer
Alzheimer's Society	Lucie	Debenham
Relate. GBC	Ingeborg	Fordee
Fareham Macular Support group	David	Kett
Open Sight	Debbie	Ross
Wessex Cancer Trust	Donna	Smart
Breathe Easy/Gosport and Fareham	Christopher	Staples