



West Area Health Forum (WAHF) Wednesday 29th March 2023, from 10-12pm at St Richard's Church and Community Centre

Please contact Forum facilitator Jo on joanna.martindale@hkproject.org.uk or 01273 881446 at any time with agenda ideas, comments, feedback or questions; including feedback about experiences of attending the Health Forum meetings online.

1) Welcome and introductions

There were 41 people in attendance.

Apologies were received from Cllr Dawn Barnett, Mike Dixon, Dr Rowan Brown, Lisa Winney Mile Oak

2) Notes of the last meeting

The notes were agreed as accurate.

3) Updates WellBN, Hove Medical Centre, Mile Oak, Wish, Links, Portslade Surgery representatives

Links Road Surgery

Emma Bourlet – Practice Manager

Surgery feeling secure and stable now.

Under the management of Sussex Primary Care, same as Wish Rd

Renovating upstairs so more rooms and space

New healthcare assistant starting

Paramedic can see patients for minor illnesses

Booking extended access appointments.

Working with PPG closely.

Working closely with pharmacist to complete more medication reviews

Wish Park Medical Centre –

Emma Bourlet – Practice Manager

3 GPs left at same time – all to go on maternity leave.

Recruiting locum – but will be bumpy road to get enough GP time in.

Stable nurse team. Advanced nurse practitioner in post

Can provide ECG and ear irrigation appointments.

Great reception and admin team – will ask more questions to triage due to lack of GPs so asked for understanding here.

Telephone waiting time not too long – around 10 mins.

WELLBN - Benfield Valley Healthcare Hub including Burwash Surgery

Louise Bridle – Deputy Practice Manager

Dr Devlin has retired since the last meeting – patients present thanked him

Last year merged with Brighton Wellbeing Centre to form WELLBN.

Some issues with patient access – online, text, email services

Upskilled telephone staff. Call waiting times down to 11mins, want to try to reduce to 5 mins.

Opened Burwash practice so more patients can access in person. Lots of great services at the practice. Decorated with lots of local artwork.

Trying to get new GPs in to increase capacity.

Questions:

Mary: what's happening about the chairs – not enough? Ans: – we had to get rid of lots as they were fabric and hygiene risk, ordered more but haven't arrived yet.

Problem when pharmacy make alterations to medications for some reason generated a text appointment –Ans: this issue has now been fixed.

Hove Medical Centre

Ashley Bellis

PPG has restarted and had a successful meeting in Jan and hoping to have another one in summer.

New Advanced Paramedic joining.

New Business Manager – Rick Jones who used to work in Mile Oak

End of April – I am leaving. Looking at replacement for my role. JM thanked Ashley for all she had done including the patient information board and wished her well in her new job at Charter

Changing e consult to a new system – questions much more relevant and hope this is much better for everyone.

Question: patient waiting for appointment overheard doctor asking personal questions. Apologies – huge issues with room capacity. Aware of this issue and have recently installed insulation. Ashley will feedback this comment.

JM commented that more clinical space at HMC has been required for a very long time.

Mile Oak Surgery

Apologies from Lisa Winney

Portslade Health Centre

Tracey James – Business Manager

Fully staffed quite settled with admin/reception staff. Helping pharmacy teams.

Prescription medicine admin team

Patients contacted for medication reviews on time.

Catching up with this work.

Would like to recruit more patients for PPG

Minor surgery clinics up and running once a month.

Recruited new GP – 11 GPs now

2 additional pharmacists. Working with high-risk patients

Launching new website soon.

More training planned for reception – phlebotomist.

Sharon Lyons WAHF Rep on PCN and PHC patient updated on the Prescription Pod scheme around prescriptions which is due to end in September – causing disruption. Issue raised at PCN as it has been really helpful for patients and also in diverting traffic from reception

Mile Oak have just completed work on getting all their patients signed up to the pod scheme – trying to mitigate the impact

Mark from GP Federation said that Dr Rowan has been seeking views from other PCNs about their views on this. GP Fed will do what they can to support impacts going forward.

4. PCN Report – Tory Lawrence

No major updates.

Drop in for digital ambassador – at St Richards Community Centre every Friday 11-1pm for help with anything to do with using technology to help w health

Winter access project for following up for cancer screening – started with bowel screening at PHC and completing with cervical to look at increasing uptake of screening opportunities in partnership with HKP

Population health team- health checks, spirometry has been very successful

Recruited additional staff including paramedics.

Mental health courses starting run by Optima – can be referred from GP and MH teams. Managing anxiety.

Have incorporated and become a business – hope to commence this year. Federation taking over enhanced access services

Dr Rowan is on leave.

5. Una Nicholson from HERE - Feedback from MSK event

Sussex MSK ran a Big Conversations at St Richards at the end of Jan. It was such a great morning with the biggest turnout for a patient event they have had.

JM commented that HERE had been great partners, they had come initially to speak and had continued the dialogue and joint working

Came to engage with community to talk to patients about MSK

Looked at why more women access services more than men.

Considered digital access, what do you want from appointments, physios in GP practices. People not being aware of what is available to them

3 physios came to the event and spoke to people about their needs. Very helpful intervention despite time restrictions and much welcomed by people who attended.

Planning on creating some community days – trialling in Crawley and Horsham.

Wait times are still very long – physio wait time 43 weeks.

Vanessa – spoke to one of the physios based at Links Road surgery – he was on the case and helped to accelerate the wait time because her situation had changed.

Cases can be re-triaged, and cases accelerated. Important to let people know if things are changing so that the system is aware of increasing need.

People don't know that they can self-refer – working on this. Throwing everything we can to waiting times. Need to raise awareness of how to be proactive about our care.

Aleya – Multi Cultural Womens group really valued the physio sessions, they went as a group and felt safe and welcomed and their voices heard

Comms is important - accessible/translated info and digital support.

Focus on Bengali/Arabic speakers– HKP and Here are thinking together about what we can do together to better support these communities

Patient updated – that had phone call that needed to make appointment with physio. She felt it was a waste of time. Provided exercises that already had and still on waiting list. It was suggested she see a first contact physio at her surgery as might get more support there.

At Links Road – frequently physio appointments are not attended. 6 appointments are missed each week. Need to not book appointments too far in advance.

Lack of attendance an issue – up to 1/3 of HERE appointments are no shows – one resident attended a physio group – only 9 people attended for the 6 weeks rather than 20 that were booked on

Digital access – at St Richards Community Centre on Friday. Can help eg print off exercises, look for information on line and help self referral etc.

6. Lisa Douglas Head of Long-Term Condition Management NHS SX

Works Sussex wide. Running 6 programmes including diabetes work.

Most people will know someone with diabetes – Type 1 and 2 both very different.

Informed re difference between Type 1 and type 2 diabetes.

Pre-diabetes – increased risk of developing diabetes. Increased sugar levels.

Symptoms: Tiredness, blurred vision, ++ urination.

Lots of risks associated with diabetes – including vision problems and limb loss.

100,000 people living with diabetes. 92% are Type 2. Alarming that more people aged under 40 are being diagnosed with diabetes. Lots of people may have pre-diabetes but not aware.

Cost to NHS of diabetes = 10% of entire budget of NHS.

Last year NHS SX commissioned consultation – carried out surveys, focus groups, 1:1 – received info about the care that they were receiving. Heard positive and negative views.

Findings included:

1 out of 5 were not offered an annual review of their diabetes at their practice

1/3 didn't know how to access Mental Health support

½ don't think their care team talk to each other.

Recommendations of consultation:

Wanted easier access to face to face services, annual reviews, easier access to GPs, telephone line, better joined up care, better footcare services, wanted more access to peer support, delivering support in neighbourhoods.

Clinicians – felt similar, wanting more joined up clinical systems. Keen to gain faster access to technologies and new treatments, with more emphasis on prevention and faster diagnosis.

Coproducing a new diabetes service, patient rep group. Writing a new specification and seeing if this is reflecting patient needs. Hope to get improved outcomes for people with diabetes. Pre diabetes programme (DPP) is a personalised programme to help people manage their weight – diet, exercise.

Vanessa attended pilot scheme – so impressed with the programme. Learnt so much. Really elevated feelings about the NHS. I was not informed by GP that was pre diabetic but found out by accident. Got in touch with diabetes UK – NHS DPP programme recommended. Very efficient, structured programme, literature very easy to follow. Commit to 13 sessions over 9 months. Follow up and ongoing support for a year following the programme. Vanessa agreed to be a WAHF Health Champ and talk to others about her positive experience

1800 people living with pre diabetes in the city, 420 offered course, less than half took up course. A lot drop out. Which is a shame. Needs proactive advertising and networking.

Piloting an NHS low calorie diet for people with type 2 diabetes. People are successfully reversing diabetes w this programme.

Working with HKP and West Hove PCN to increase uptake of diabetes support and learn about how more locally designed programmes might help some people especially w accessing whats available to them locally at low cost

Excited about partnership work. Communities integral to support the NHS at this time.

Tina: what support is there for people with diabetes who have MH problems? Is this the reason why they are not coming to sessions? IAPT services = that has long term conditions programme and specialist diabetes services that run from the hospital. Optima offer and social prescribing offer, HKP groups/activities. Need to look at care pathways. Looking with Together Co to really clarify the care pathways between primary care/to social prescribing/clinicians – so much pressure on all parts of the system.

Feedback from Local diabetes support group

Aleya HKP Equalities worker updated about the diabetes partnership work w Husnal Haque and Monwara Choudhury.

In Spring 22 HKP and Benfield worked in partnership to invite people with pre – diabetes to sessions.

There were 14 attendees (8 men and 6 women), professionals included a dietary lifestyle coach, nutritionist, dietician.

HKP facilitated bi-monthly diabetes sessions – held 3 workshops for 8/10 attendees, mainly ethnically diverse communities. Sessions looked at healthy eating on a budget, sharing tips on food, tailored to countries that participants were from, provided literature from diabetes UK, NHS.

Outcomes included: Reduction in cholesterol, lower Blood Pressure.

Participant feedback: Found info very useful, peer support, supportive safe space, increased confidence, empowered, not be same as past generations and influence others.

Participants also joined other classes at HKP – including Bollywood and yoga.

<https://www.hkproject.org.uk/docs/news/2022-10-20-DiabetesCourseEvaluationReportFinalSep2022.pdf>

7. Feedback from the Cancer meeting and Cancer Community Action Plan

Provided info on the Act on Cancer Together partnership with TDC and Macmillan.

Consulted West Area 100 residents to understand perceptions, barriers, and solutions to cancer screening.

Barriers include: knowledge/beliefs held about cancer, fear of cancer diagnosis, fear of screening, inaccessibility

Drafted a Cancer Community Action Plan which sets out HKP vision for our work with communities and cancer. Feedback is welcomed on this.

Pilot with Portslade HC on calling patients overdue screening appointments – will feedback at next meeting and update on progress with Action plan.

Please contact claire.hines@hkproject.org.uk if you are interested in a talk about cancer screening/awareness for your group or would like to get involved with the project in any way or know anyone who might appreciate support around screening.

9. Sharon Lyons PCN Health Champ Rep

Sharon is hosting a conversation on 4th April at St Richards with patients across primary care network – don't need to be part of PPG group. Look at what it looked like pre covid, how we managed over covid and look at what is happening now. Make sure we are determining the priorities going forward.

10. Lola Banjoko Director Brighton and Hove NHS SX and Chas Walker Programme Director Integration

Chas Walkers post is a new appointment – NHS and Council managed. Hes looking at Integrated community teams. Bottom-up perspective to work together. Want to understand what that looks like and how to deliver it in Brighton and Hove.

Lola Banjoko:

Pleasure listening to what people are bringing to this group for discussion - MH, long term conditions – serious issues that are priorities for the system

Want to talk about long term plan for Brighton in June. Don't want to react but be proactive. Have high level plan to share.

System aims to have integrated community teams - how do we do that? Want to co-produce and co-design services. Community teams are not health teams alone, housing, social prescriber, DWP, carers vol sector are all needed to make this work.

Want to hear more from you to co-produce services – we need things to join up for people better

How do we have one team wrapped around community. Clear pathway to improve experience for patient and NHS, look at integration of health and social care. This is an important opportunity. Health inequality is very real – health outcomes vary so much across our City and in different communities. Health and social care need to work better together.

JM: This is a big opportunity for us in community to be part of this change and help them to get it right.

11. Any Other Business

Norman (HERE MSK patient rep)– wonderful to be back at HKP. Trying to do things differently in the NHS. If would be interested in becoming a health builder in MSK or stroke services and want to improve things please get in touch WEBSTER, Norman (HERE) <norman.webster1@nhs.net>.

Pat Weller - still waiting to see if things actually happen. Need to be vocal about what can be improved. And the system needs to take action as well as talk

Mick – heard a lot today. My wife went to a physio course. People did not attend sessions – this is wasted money/resource. Issue that NHS services are at point of delivery, this should be changed.

Una – there is lots of DNA – people who does not turn up. If disabled or not white twice as likely to not attend. Need to look at barriers to ensure people get to the care they need.

Aleya – ESOL course end of April – 5 week session women’s only conversational English

MCWG - Yoga mediation

Bollywood, swimming, healthy walk chat and lunch

Contact aleya.khatun@hkproject.org.uk if interested

Menopause peer support workshop coming up at the end of May date tbc

Dates for future West Area Health Forum meetings are:

21st June

20th September

6th December