



## West Area Health Forum

Wednesday 3 March 2021, 10-11:30 via Zoom (online meeting)

### 1. Welcome and introductions

There were 41 people in attendance. Apologies were received from Ann Tizzard St Richards, Jane Lodge Associate Director of Public Involvement and Community Partnerships at Brighton and Hove Clinical Commissioning Group (CCG), Kay Sexton from Weald Allotments and Richard Gravestock, (Business Manager at Hove Medical Centre).

Please contact Forum facilitator Joanna on [joanna.martindale@hkproject.org.uk](mailto:joanna.martindale@hkproject.org.uk) or 01273 881446 at any time with agenda ideas, comments, feedback or questions.

### 2. Notes of the last meeting

Jo confirmed anyone unable to access the previous meeting notes via the emailed link could reply to request a copy by email at any time. The notes were agreed as accurate.

### 3. Updates Hove Medical Centre, Mile Oak, Wish, Links and Portslade Surgery representatives and Patient Participation Groups (PPGs)

#### Wish Park Medical Centre

Greg (Practice Manager) reported the Practice:

- Had been able to access swift cover for staff sickness and isolation through its partnership with Sussex Community Foundation Trust (SCFT) and support from Hove Medical Centre.
- Had completed 1,553 'flu vaccines since September (a 77% uptake, which is the highest ever recorded); with 20% of 'flu jabs done on site thanks to the Nurses.
- Had beaten Brighton's historically low uptake of smear tests by eligible people to within 20 people of the 80% target; the best uptake ever recorded.
- Had vaccinated 94% of care home patients, 94% of people aged 80+ and 91% of people aged 70-79. So far, 54% of the eligible cohorts have been vaccinated.
- Has services and staff in place including: two Pharmacists; two Occupational Therapists (mostly working with care homes); a Memory Assessment Service; a hearing service; a new Healthcare Assistant (being trained in-house to replace a Nurse who left); a Physiotherapist; and a Trainee GP (who has been working in the hospital).
- Has temporarily re-closed its on-site Sexual Health Clinic due to lack of resources.
- Will be recruiting to replace a GP who has left.

- Has been significantly impacted by staff and patient Covid-19 cases, and a separate bug which affected c50% of staff. Reduced capacity has limited their time to answer the phones, and they are asking for patients' understanding about this.
- Is encouraging people to use e-consultant to contact them wherever possible.
- Cannot resolve delays with hospital referrals (which are due to backlogs at the hospital), but can still be contacted when someone's symptoms are getting worse.
- Wanted to thank all of its staff for all of their dedication over the last year.
- Wanted to thank all volunteers and clinical staff helping with Covid-19 vaccines.

Greg explained online appointment bookings were paused until the end of March as they didn't include a pre-appointment Covid symptoms check; but all patients can use e-consult (via the link on the Practice website) to request a call-back within 48 hours (usually same day), even if they aren't registered to use online services.

### **Links Road Surgery**

Steve (Practice Manager) reported the Practice:

- Had completed 1,596 'flu vaccinations in half its usual time, despite the challenge of increased Covid-19 safety measures (and an increase from its usual c1,000).
- Had completed 739 Covid-19 vaccinations (31% of its eligible patient population) and wanted to thank everyone encouraging uptake and helping with vaccinations.
- Had a closed-door, video-entry system in place, but was still open for patients to come in for booked appointments (with basic screening questions before entry).
- Was starting to do essential medical reviews to minimise its post-Covid backlog.
- Could be contacted via phone or e-consult to request a call back from a clinician.
- Was still providing access to GPs when needed (after a phone call with a GP).
- Had not begun promoting e-consult due to concerns about workload increases.
- Had bought a new phone system, which was the same as Portslade Health Centre's; with a view of sharing unified phone systems and services in the future.
- Had not had any staff Covid-19 cases since early 2020; with staff in all Surgeries now doing twice-weekly Covid-19 lateral flow tests (giving results in 20 minutes) and continuing to wear PPE (which was thankfully now much cheaper to buy).
- Had access to staff including: a new, very highly-skilled Healthcare Assistant; a newly-trained Health and Wellbeing Coach; a first contact Physio Practitioner; and a Data Security Officer to help with data protection.

Steve noted the main issue was on-going lack of space (including rooms and space for staff), so it was trying out more home-working for staff while looking for places to expand into (including above Wish Park Surgery and Mile Oak Medical Centre). Steve thanked John Kapp for his offer of using the spare space at 86 Church Road in Hove.

Martyn Yeats reported the next Links Road Surgery Patient Participation Group (PPG) meeting was taking place on 14 April 2021, and anyone interested in attending could contact Lily Kennard at the Surgery.

### **Benfield Valley Healthcare Hub (BVHH) (including Burwash Surgery)**

Louise (Practice Manager) reported:

- The Practice had completed nearly all Covid-19 vaccinations for people 65+, and was encouraging extremely clinically vulnerable people to have their vaccines.
- The Practice still has 'flu vaccines available for anyone who wants one.
- Dr Baiyat has returned from maternity leave, and Dr Nash is also working from Tuesday to Thursday.
- Healthcare Assistants and Nurses are being recruited to increase Nurse capacity.
- People can still come in for face-to-face appointments when necessary, but need to book in advance as the door is currently closed to minimise risk for Covid-19.
- The Practice has received lots of positive feedback from patients.

Bob Deschene shared his positive experience of being swiftly and directly contacted by the Musculoskeletal (MSK) team for follow-up care after his Surgery consultation. Lindsay Coleman (from BVHH) thanked Bob for his feedback, and noted this was due to a Physiotherapist now working at the Surgery one day a week (with support from the Primary Care Network (PCN) and MSK team).

Lindsay confirmed c40% of people were now contacting the Surgery using their [online e-consult service](#) (Klinik); which is available 24/7 for patients to request appointments, follow ups and calls (and frees up the phones for people who cannot get online). A lot of people like Klinik because they can give as much or little information as they like, and the information is passed directly to the clinical team. Responses are received within 5 days, or 24 hours for urgent problems. Bob said he felt e-consult's option of a video call instead of a phone call with the clinician was particularly beneficial.

Lindsay reported BVHH was talking to Brighton Health and Wellbeing Centre (a really outstanding and innovative Practice in Hove) about merging to become one Practice in July 2021. They are currently working out the logistics, including which PCN they will come under, and Burwash will be part of the merger (but its reopening due to Covid-19 was yet to be confirmed). Lindsay noted the positive outcomes would include increased cover for clinical and administrative staff (due to a larger patient population of 7,000 BVHH patients plus 16,000 from the Centre) and introducing some of the Centre's projects to the Hangleton and Knoll community. Emma Drew (Hera Project) explained the Centre offers a wide range of complimentary therapy, art and peer support programmes through the Hera Project (a charity funded from non-NHS sources) which are accessible via the Centre to help people's wider quality of life. This had reduced GP appointments at the Centre of between 20% and 40% each year, with amazing feedback from patients. Emma confirmed online Hera Project activities were available to all registered patients in Brighton & Hove and, when in-person groups started again, they would prioritise working with West Hove Surgeries.

**Action: Louise and Mary to discuss if (and how) patients are told when their Prescription has been sent to their Chemist for collection outside of the Forum.**

## **Hove Medical Centre**

Richard (Practice Manager) sent a written update noting that a new Receptionist had started at the Surgery on Monday, and the Surgery was generally very busy. There was a critical incident at the time of the Forum hence his apologies

## **Mile Oak Surgery**

*David Grant (Practice Manager), sent the following written update after the meeting along with apologies and commitment to attend the next one:*

- *Mile Oak Medical Centre services 8,500 patients and has a team of 30 staff including 4 GP Partners, 2 Salaried GPs, 2 Advanced Nurse Practitioners, 2 Practice Nurses (with a third Nurse starting on 12 April), 1 Healthcare Assistant/Phlebotomist, and a Pharmacy Team containing a Primary Care Network Pharmacist, Pharmacy Technician and Pharmacy Clerk. All staff work part-time across all the teams.*
- *The Practice is extremely busy, and is actively supporting the Portslade Health Centre vaccination site with staffing and booking patients' vaccines; with a current focus on individuals aged 16-64 with underlying health conditions.*
- *The Practice asks that anyone who has difficult hearing makes them aware, so they can record this and ensure suitable support (e.g. use of the hearing loop system). For those who find it difficult to communicate via telephone, the Practice offers online booking (with a login issued by the Practice) and EConsult (which does not require a login, and can be accessed via the blue EConsult box on [the Practice website](#)). Patients are also welcome to ask a family member or carer to contact the Practice on their behalf using any of the methods above.*

## **Portslade Medical Centre**

Dr Rowan (GP at Portslade Medical Centre and West Area (PCN) Clinical Director) noted he had been focused on delivering Covid-19 Vaccinations since January, but would be resuming his clinical duties at Portslade Medical Centre in April 2021. Dr Rowan reported that the Practice:

- Had employed a new Practice Manager (Milly), Nurse (Jo) and Physician's Associate (Bella); a new role created by the Network to support GPs.
- Had a new, improved (cloud-based) phone system, which showed how many people were waiting and recorded the calls.
- Has introduced regular home-working for GPs due to no space at the Surgery.
- Has a full team of GPs, and is looking to hire another Nurse.

Jo noted the significant impact on health and social care staffs' wellbeing, mental and physical health due to the increased pressures and Covid-19 vaccination efforts had been discussed at the November 2020 West Area Health Forum with Practice reps in response to a question from a patient about how health care staff were managing.

## **4. Local Vaccination hub update**

Dr Rowan noted the Covid-19 vaccination hub running at Portslade Health Centre was a phenomenal collaboration among the local Surgeries and Goldstone PCN's Surgeries. It has done more than 15,000 vaccinations already, with lots of elderly

patients having received both vaccines, and a further 800 AstraZeneca vaccine doses arriving on 13 March 2021. Jo thanked Rowan, Tory and all the Surgeries for their fantastic work establishing the site, and reported lots of local people had contacted her to express their gratitude in having a vaccine site that was local and accessible.

Dr Rowan explained that, when the hub started doing second vaccine doses at the end of March/start of April (after vaccinating all of cohorts 6 and 7), it would not have capacity to administer many first doses to anyone new for a few months afterwards; as the initial first dose schedule had been so intense there would not be any free slots available between second doses. Dr Rowan noted he was hopeful that the hub would have more planning time for the second doses, and would review its need to remain open after June 2021 (once older and more vulnerable cohorts had been vaccinated) as anyone outstanding might be supported through the larger vaccination sites are open at the Brighton Health Centre and Brighton Racecourse.

Jo highlighted that people aged 60+ (n.b update now 56 and over), carers receiving carers allowance, health and social care workers and people who are clinically extremely vulnerable are now able to book a vaccination at the Brighton Centre at [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) or by calling 119 if they don't want to wait for an appointment at the local vaccine hub.

In response to a query about the ideal time gap between vaccinations, Dr Rowan said getting the second dose after 3-6 weeks was ideal for individuals but impractical for vaccinating the wider population quickly. Dr Rowan explained the second vaccine dose only makes a small difference to immunity levels, with significantly lower death rates being seen after people have had one dose, and (while different tests have shown one vaccine or the other to be marginally more successful) both vaccines are highly effective protection against Covid-19.

Jo reported that, since HKP had been asked to do a call-out for Covid-19 vaccine site volunteers after the November Health Forum, HKP and Tory Lawrence (West Area PCN Operations Manager) had recruited 200 volunteers to help with all aspects of the vaccinations. Jo noted that people's confidence in the vaccine had increased from seeing people they know at the sites, and she was working with Tory on how to actively recognise the contributions of the volunteers.

## **5. Strategic Vaccination Update**

Antonia Bennet (Patient and Public Involvement Lead for the Sussex NHS Commissioners) provided an update (on behalf of Jane Lodge from Brighton and Hove CCG) of Covid-19 vaccine uptake in Brighton and Hove vs. uptake in Sussex. Antonia reported (using data true as of 1 March 2021):

- 615,203 vaccinations had been done in Sussex (600,853 were the first dose).
- Vaccinations from 22-28 February were lower than planned (with 77,545 given) due to lack of vaccine availability; but more vaccines are due from 15th March.

- Brighton and Hove's uptake is lower than Sussex across all age groups from 65 to 80+. Uptake is from 92-94.2% for groups age 70+ across Sussex, but 87.5-89.5% in Brighton and Hove.
- Brighton and Hove's uptake for clinically extremely vulnerable people (77.6%) is also lower than Sussex (86.3%). However, West Area PCN's uptake is 81.9%, compared to the Brighton and Hove average of 75%.

Antonia confirmed there was lower uptake in areas of deprivation, and significantly lower rates in Arabic communities (41%) and Black African and Black Caribbean communities (80%). As a result, representatives from organisations including Public Health have formed a Health Inequalities cell to help people overcome any identified barriers (such as childcare, transport, and access to accurate vaccine information). This has included starting a new transport initiative giving people free transport to vaccines, and planning Q&A webinars for people who self-identify as Arabic, with influencers and clinicians from Arabic backgrounds who can talk to people in their own language. Katie Merrien (HKP) reported she was working with Public Health to hold a Covid-19 vaccines talk for the local Egyptian Coptic Christian Association (on 14 March 2021, with an Arabic translator) and the Hangleton and Knoll Multi-Cultural Women's Group, and anyone from an ethnically diverse background interested in attending could contact her at [katie.merrien@hkproject.org.uk](mailto:katie.merrien@hkproject.org.uk).

Mike Dixon suggested holding vaccine clinics in religious buildings, talking to taxi drivers (as many were from the Arabic community) and holding women-only clinics might increase engagement. Antonia confirmed Brighton and Hove Buses were going to be helping with the engagement outreach into different areas of the City, and they also hoped to replicate a model from Crawley where Arabic-speaking clinicians had visited local mosques to talk to people after they had completed their prayers.

**Action: Jo to bring together an action group (including representatives from the CCG, Public Health, clinicians and local residents from all backgrounds) to discuss ways to improve Covid-19 vaccine uptake within our community and understand our local barriers better. Anyone interested – contact JM**

## **6. End of Life Care – how do we use DNAR notices fairly and with consent**

Dr Alex Mancey Barret (B&H CCG lead for End of Life Care) outlined how the forms and processes to help people plan for their care at the end of their life had changed over the last 30 years to become more transparent, ensure the person's involvement and consent in the process, and include what matters to them most. The original Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) forms (often called DNARs) were written by hospital consultants, sometimes without talking to the patient, but they were now completed in discussion (and, where possible, agreement with) the person. Dr Alex confirmed it was now against the law to impose a DNAR without involving and informing the person and their family.

The DNAR was then adapted for use in the community but in the last two years, B&H CCG has replaced them with the Recommended Summary Plan for Emergency Care and Treatment (ReSPECT) form which is a more encompassing plan to help manage people's care and long-term conditions (such as diabetes, asthma or general frailty).

Dr Alex confirmed the ReSPECT form can summarise or link to other care plans (such as an Advanced Decision to Refuse Treatment; the only legally-binding plan for anything someone definitely does not want, which has to be written with a lawyer) and agree what someone wants to do as they get closer to end of life. The content is agreed by the person and the clinician, updated if necessary, and can be accessed in the person's primary care record (including by A&E departments). The most important copy is kept at home by the individual, and should be kept somewhere easy to find (e.g. on the fridge, by the front door, or at the top of a District Nurses folder).

Dr Alex shared [an example ReSPECT form](#), which is written up by a GP or Specialist Nurse following a discussion with the person concerned (and their family, power of attorney or independent advocate, if applicable). More details can be found in [this leaflet](#), and on [www.resus.org.uk](http://www.resus.org.uk) and [www.respectprocess.org.uk](http://www.respectprocess.org.uk). The ReSPECT form (unlike DNARs) also includes a medical history summary, legal welfare proxy (also called power of attorney), and details of what matters most to the person for any decisions and treatment (e.g. being able to stay at home with their pets, staying alive for as long as possible to spend time with their grandchildren, or any hospital procedures they don't want to have). The clinician will add their recommendations about what the person wants and what is clinically reasonable (e.g. if someone is very ill, and some procedures may have significant complications). The form also contains a recommendation of whether to attempt resuscitation on the person (which usually says "Yes", unless the person specifically says they don't want or is very seriously ill), and an emergency contact.

The form also confirms that the person has capacity, which means they have been able to express what they wish to do and understood the discussion. Most people have capacity, but if this is felt not to be the case the reason must be formally recorded, and someone must be involved on their behalf (such as a family member, a person with power of attorney, or an independent mental capacity assessor to act as an advocate on their behalf).

In response to concerns raised by Forum attendees about DNARs being assigned to people without their knowledge or consent, Dr Alex gave assurance that a review had been undertaken at the start of the pandemic (with the CCG's Safeguarding Team) when these types of concerns had initially been raised, and he was also working with local care homes (through the Brighton and Hove Care Home Forum) to identify and remove any outstanding DNAR forms that had been applied without consent. Dr Alex confirmed that any DNAR or ReSPECT form concerns could be addressed to him at [alex.mancey-barratt@nhs.net](mailto:alex.mancey-barratt@nhs.net) to investigate and raise with the Safeguarding Team.

## **7. Weald Community Fridge**

Katie reported the Weald Allotments' free community fridge was open on Thursday mornings for anyone who wished to donate or collect food; including fresh produce from the local allotments. Kay will come along to a future meeting to tell us more

## **8. Wellbeing Community Learning course**

Katie noted HKP's second, 5-week Enhancing and Exploring Wellbeing community learning course (being run in partnership with MIND Brighton and Hove) was already fully subscribed for Wednesday evenings in March; but people could email her to go on the waiting list for future courses. Attendance is free, and feedback from attendees on the first course was very positive.

Jo noted anyone interested in signing up to HKP's community learning courses (including a new, free, 5-week singing for wellbeing course on Thursday afternoons from 18 March) can contact her and ask to be added to the HKP e newsletter. We need explicit permission for GDPR (data rules). E newsletters come out no more than twice a month

## **9. Any Other Business**

### Support for people with long-term health conditions

Pat Weller reported her concerns about the on-going needs of people with long-term conditions being missed during the Covid-19 crisis response, due to hearing about people not receiving follow-up appointments and/or having difficulty contacting their relevant clinician or team.

Pat highlighted her on-going annual concern that people were unable to access the services they needed over Christmas (when some closed for up to 2 weeks), and the lack of information or awareness about alternatives. Pat shared a story of a woman aged 80+ who was discharged from hospital on 30 December 2020 after a breast cancer operation and advised to isolate at home, but then could not access support for complications with her long-term condition (due to Christmas closures) and was advised to go to A&E. Jo noted this had also previously been raised by people with mental health issues. **Action: Jo asked Bob to feedback people's concerns about lack of access to services over Christmas to Healthwatch.**

### Sage Holistic Wellbeing Booklet

Denise Millar reported that Sage Holistic's free wellbeing booklet, which contained tips on self-care, was available to download from [www.sageholistic.co.uk/media](http://www.sageholistic.co.uk/media)

### **Future Forum Dates:**

**10am-12noon on Wednesday 7 July**

**Wednesday 27 October 2021.**

Both Forums are booked to take place at St Richard's Church, Egmont Rd with coffee available from 9:30am. Meeting details will be confirmed nearer the time, in line with Government guidelines and Covid restrictions.