

Report to: Carers Executive Board

From: Ken Ebbens, Healthwatch Portsmouth (HWP)

Date: 2 June 2017

Carers

Issues

- (Carers Council) legacy issues: due to other priorities and commitments have been delayed in following up but are to be started shortly
- District nurses still an issue: awaiting reply from Innes R
- Apetitio: have had reply from Angela Dryer but still needs follow up
- From the last PCV meeting: the effect of people not turning up to appointments at QA; HWP will look to follow up on this
- DLA/PIP issues (see further down under 'Blue Badge')

Changes in service/communications

- The scrapping of the integrated engagement teams and men's group and the problems that is and has caused carers
- Dial Ride ceasing to trade: very sad; I was part of the whole rescue attempt and attended the meetings with PCC representing the 'business angels'
- Cornerstone being scrapped, affecting young carers and parental mental illness
- Vanguard changing Wellbeing Service, seemingly with little/no consultation with carers, HWP or any other such representative group
- Talking Change taking on stroke, diabetes, long-term chronic conditions, heart/lung around psychotherapy, medication and resolving anxiety/depressive issues (according to the front page of what was issued by Solent NHS but, as at 25 May unbeknown to carers, HWP, Diabetes UK, the Wellbeing Service and (I believe) Stroke Association. Richard Webb very kindly has arranged for me to discuss with Mahdi Ghomi
- North End cinema becoming a medical centre/hub: yet again, what consultation?
- Queens Road closing and effect on other surgeries
- Better Care: latest situation

Other

- Lake Road: bidding on pharmacist project to monitor medicines for those patients receiving at least 4 ; Tom W at the surgery contacted me to discuss; awaiting news as I write this report
- Blue badge report around eligibility and process; having conducted interviews with Transport, OT and Penny Mourdant MP (as was prior to election). Further meeting with Denise Bastow shortly + agreed to provide carer report for Penny Mourdant for end of July to feed into DLA/PIP governmental review late summer (all subject to the outcome of the election and ministerial postings thereafter)
- PPI conference (attached) in July for try and attract more carers to be involved in research; I am one of the participants/organisers
- Mayor coffee mornings: two have been set aside for carers: 11 October cancer carers; 3 January dementia carers
- Rowans Hospice: for all those accepted by the hospice for respite/stay is free, contrary to some what some carers thought

HWP-specific around carers

- University project update: Health and Housing and Stroke Care have been delivered but yet to be circulated; that for Cervical Cancer has been delayed due to unforeseen circumstances.

The student who created the initial report on Bowel Cancer has won a national award for exceptional talent, including helping inform improvements in access to bowel cancer screening. Sam Nightingale, 26, was awarded a first class degree in human physiology last summer and last week won Top Graduate Award from the Royal Society of Biology. Sam's dissertation was used as evidence by HWP to inform improvements in how local people access bowel cancer screening in the city.

- Surveyed the new message boards for their relevance, completion and not being duplicated; I expressed a few contextual issues with the information provided
- Outpatient workshop, an "Ever After" event, which was very successful with its simplicity. Outcomes included a) make feel welcome b) signage
- Visited a poster event with 12 posters each based on a (academic) question, I met with Sue Rourke to see if better liaising with HWP and/or carers can help more 'realistic' questions that can supplement and/or scope the major reports already referred to
- Discharge survey with QA
- Second through of A&E to discharge at QA
- Part of carers group leader meetings that meet monthly at Carers Centre
- Dementia Alliance (DA): seeking dementia friends for whole of Portsmouth (I think this should be more dementia aware than dementia friend) + seeking 3 pledges from all DA members to improve dementia care/understanding around the city (I not sure whether this "one size fits all" can be achieved as required by a membership organisation like HWP
- Regular meetings with Richard Webb (Quality Manager AMH, the Orchards) about involvement with patient forums, how rotary might be able to help from a community viewpoint plus what might AMH need from HWP (I know RW is consulting on this with his staff)

Miscellaneous

Rotary

- Three (so far) of the four clubs in Portsmouth (based on PO1 to PO6 thereby including Cosham Club) have all helped financially and other ways with Katy Walsh (who did a marvellous job presenting the case at our rotary meeting on 31 May with three of the mothers) for STAND UP, a carer/mother-led peer/activity support group for children with profound learning disabilities
- There has already been a young carers weekend in May 2017 to give young carers a weekend away from it paid by rotary. I hope my and the other clubs can tie in with PCC/Carers Centre on this for 2018
- I have been asked to help with rotary across Southern England encourage all clubs to engage with carers and see how the clubs can help. If this happens it will be announced at the annual conference in October at Ageas Bowl, Southampton. I have been asked to be on standby as a speaker + anyone else to explain about carers. If it happens, all help will be gratefully received

Shaping Portsmouth

- The Health and Wellbeing workstream has been restarted which has included myself (HWP) and adult mental health previously

Cancer Alliance

- Has met twice but time has made it difficult to get all parties together for the next stage; this group includes 5 charities, 2 councillors, Flick Drummond MP <again, subject to.....>, HWP, AMH, Southsea Castle rotary club and a GP. To be continued.....
- Cancer Research are looking to hold awareness sessions for carers, more information t/f

QA

- Holding a family and carer collaborative workshop 12 June