

Minutes of the Copeland PPG Forum meeting held on the 30 September 2021 at 4.30 pm online

Attendance

B. Courtney (Chair)
Alan Alexander (Lowther Street)
Pam Argyle (Fellview)
Eileen Turner (Seascale and Bootle)
G. Ternet (CCC)
C. Heasman (Copeland PCN)

Apologies

D. Millington Fellview represented by P. Argyle.
B. McLean-Norwood (Queen Street)
L. Sullivan (Westcroft)
S. Graham of Mansion House has resigned as Chair of the PPG for personal reasons.
Z. Fullagher (Copeland ICC)
Bernard noted Eileen Turner has also resigned as Chair of the Seascale and Bootle PPG because there is never a GP present at the PPG.

Bernard also noted that both Eileen and Sue had agreed to be on the distribution list of the Copeland PPG Forum.

Update on the Copeland Primary Care Network

Celia reported that GP surgeries are under extreme pressure, due to demand for services and the need to vaccinate for flu and covid booster jabs. Flatwalks will be opened up for covid booster jabs in Copeland and people will be contacted by their surgeries. It was noted there is a separate NHS system operating for clinically vulnerable who are receiving direct text messages and letters from the NHS. Patients' information is put onto one central database whichever route they get the booster jab.

Celia said they are trying to coordinate both flu and covid booster jabs in Copeland Care Homes. Seascale is also trying to coordinate both jabs but for most surgeries the logistics mean this is not practical. The Pfizer vaccine will be used across Cumbria.

A new advanced physiotherapist has been recruited in Copeland. She will lead the care coordinators who have been working with the frail patients in Copeland for a number of years. The intention is to treat frail patients early in their own homes to prevent them being immobile and needing hospital treatment. The new appointment Vicki Johnston, is known in the local community and is very good and will be an asset.

Celia reported the appointment of Gwyn Lishman who will manage the Copeland Wellness Service and be in charge of the health coaches and social prescribers. He will link into a number of charities to gain funding to benefit patients. He will also be extensively advertising the services available to patients using various means. It was suggested he attends the next Forum to tell us what he is doing.

The Same Day Health Centre is now open at the hospital but at reduced capacity.

From next April the North Cumbria CCG will cease to operate and will be replaced by the North Cumbria and North East Integrated Care System. It is not clear how this will impact on Copeland patients other than the Same Day Health Centre will need to be a new contract.

Celia left the meeting.

Update on the Copeland Integrated Care Community

Bernard reported that district nurses (Copeland Community Services) are now in a critical situation with regards to staffing. They are hoping that this will only be in the short term as a significant amount of absence is related to COVID. For the next week at least, the therapy team will only have approximately 25% staffing capacity and the nursing teams will only have approximately 45% staffing. With this in mind Zoe

Fullagher had sent a plea out to all other services to see if they are able to offer any support to our clinical teams to help keep our patients safe. It was noted Zoe was on the front line and was unable to attend the Copeland ICC or the PPG Forum.

Georgina reported that the learning disability nurse would be visiting all Surgeries to check on standards for patients with such disabilities.

There are also issues with care home staff who need to be double jabbed soon to continue. This may also be extended to all NHS workers.

Update on the Copeland Health and Wellbeing Forum

Georgina reported the next meeting was online on 8 October.

Update of the West Cumbria Forum for Health

Bernard said it was a joint meeting with Carlisle and Eden held on the 17 September 2021 and was a live meeting and also online.

Stephen Park of the NCIC Trust was standing in for Dean Oliver. He reported that following discussions with Bernard and West Cumbria Voice for Health, Dean had initiated a review of the Contact Centre. He said there was a lot of confusion on how the system was working. The review will involve patients' views using a patient questionnaire and the review will be completed over the Autumn period with feedback to the Forum early next year.

Bernard also reported that Leanne Graham, Practice Manager of Fellview, had a meeting with Natalie Karam of the NCIC Trust regarding urgent waiting times and the Contact Centre. It was very productive and Natalie has taken on board the ongoing problems with waiting times and the transparency around the given information on the e referral system.

She is going to arrange for weekly updates to be shared with practices with accurate waiting times for urgent appointments. This can then be fed back to referring clinicians so that they know the actual time frame when referring patients in the first instance. She obviously realises there is work to do but it all sounds very positive.

The final design of the West Cumberland Hospital will be revealed the following week.

John Rush, Chair of the North Cumbria CCG gave a presentation on the formation of the North Cumbria and North East Integrated Care System which will replace the North Cumbria CCG on 1 April 2022. The intention is to have patients at the heart of the new organisation and it is intended services will improve. A number of people expressed concern about this new organisation and how it will impact North Cumbria, noting we have fewer patients than the North East.

Julie Lawler of the Learning Disability Trust said they had to temporarily close a ward in Carlisle Hospital in July because it was not sufficiently safe. The ward needed 14 staff and only had 1, the rest were agency mental health nurses. The plan is to reopen the ward in 2022.

Ed Talis gave a presentation on GP access by patients. He said that GPs and nurses are very stretched and are struggling. The current system of telephone triage and only seeing a GP if absolutely necessary is likely to remain. There will be some improvements ,such as online zoom meetings with GPs.

Update on Dental Care in West Cumbria

Alan reported that Cathy Jackson of UCLAN is pushing ahead with plans to have a dental school at Westlakes and Cleator Moor from next September. They will adopt the model being used in the North East which allows them to treat patients registered with current NHS dentists. The service will start in September 2022 using qualified dentists who will be training dental students and in time the students will gain hands-on experience under supervision.

A table is being produced on Copeland NHS dental practices to try and quantify the problem of waiting to get into a dental practice. Feedback to date indicates many dentists are not taking patients and some have a waiting list of 500 patients.

Minutes of the last meeting

Accepted as true record.

Actions arising

Bernard to liaise with Liz Clegg on patient transport. Action ongoing.

Date of the next meeting 25 November 2021 at 4.30 pm online