

## Brighton & Hove PPG Network Actions and Notes

**Date:** Thursday 14 January 2021, 1.30pm – 4.30pm

Item	Item description	Lead
1.	<b>Welcome and Apologies</b>	MY
1.1.	<p><b>Attendees:</b></p> <p>Martyn Yeats (MY) – Links Road Surgery - Chair            Lilly Kennard (LK) – CCG – Public Involvement Manager            James Hatch (JH) – CCG – Public Involvement Officer - Notes            Pauline Young (PY) – Trinity Medical Centre            Anne Glow (AG) – Wellsbourne Healthcare IC            Robin Guillert (RG) – Regency Healthcare            Fabia Brackenbury (FB) – Trinity Medical Centre            Eileen Fierheller (EF) – Saltdean and Rottingdean            Henrietta Hardiman (HH) – Beaconsfield Villa Surgery            Mike Holgate (MH) – CCG Governing Body Lay Member            Maureen Copelin (MC) – Portslade Health Centre            Lloyd Ungoed (LU) – Trinity Medical Centre            Sharon Lyons (SL) – Portslade Health Centre            Mark Richardson (MR) – Preston Park            Valarie Cane (VC) – Park Crescent            Sunita Shier (SS) – St Peters Medical Centre            Graham Aldridge (GA) – Wish Park Surgery            Neill Vinter (NV) – Saltdean and Rottingdean</p> <p><b>In attendance:</b></p> <p>Frances McCabe (FM) – Healthwatch            Carolyn Phelps (CP) – Albion in the Community            Jane Lodge (JL) – CCG - Associate Director of Public Involvement            Mandy Catchpole (MC) – CCG - Head of Quality Improvement</p> <p><b>Apologies:</b> Carol Witney, Sylvia New, Nina Graham</p>	
1.2.	Declarations of conflicts of interest – None declared	

2.	<b>Last meeting updates</b>	MY
2.1.	<p>Action points from last meeting (13<sup>th</sup> October 2020).</p> <p><b>ACTION: Defer Isabel Costello to attend until she is back at work.</b></p> <p><b>ACTION: To provide pre-Covid-19 response as per Debbie Ludlam.</b></p>	LK/JH LK
2.2.	<p>Matters Arising</p> <ul style="list-style-type: none"> <li>The Wellbeing in the city event was discussed at length. It was postponed because of the pandemic. It will be re-arranged as an online event but it's difficult to look at dates because the Covid-19 situation changes so quickly. The content and format would need to be appropriate to the situation regarding the pandemic. A lot of the original speakers have been repurposed.</li> <li>On the technical side it would need to be a webinar rather than a meeting. Zoom works well for webinars. You can have any number of panellists and a limited number of attendees based on fees. There is probably the budget for about 500. Slido is not integrated with Zoom but the chat function works well for the Q&amp;As. We would be looking at a maximum of two hours.</li> <li>In terms of dates, the end of March and early summer were both considered. The problem with March is that the vaccinations are at the forefront of everyone's thoughts at the moment. A unanimous agreement was reached that there should be a summer webinar event with the March format. Mental health will be quite high on the agenda.</li> <li>Test event went well with 30 attendees.</li> </ul> <p><b>ACTION: Share details of test event with group.</b></p>	SS
3.	<b>CCG Public Involvement &amp; Communications updates</b>	LK/ALL
3.1.	<p>Hospitals under pressure</p> <ul style="list-style-type: none"> <li>The Hospitals across Sussex and the rest of England are still under huge amounts of pressure; at the moment in Sussex this is greatly affecting BSUH and the Sussex County in particular.</li> <li>This is mainly due to staffing issues with many staff being off sick or needing to self-isolate due to Covid-19.</li> <li>Non-Covid-19 attendances are much lower than usual at this time of year, which we hope may have been helped by the use of NHS111 to encourage people to find support elsewhere other than A&amp;E.</li> <li>However, there are large numbers of COVID-19 cases in the hospitals currently, which is delaying discharge and causing greater pressure on the system as a whole.</li> </ul> <p>The Public Involvement / Comms teams</p> <ul style="list-style-type: none"> <li>The public involvement and comms teams have been hard to respond to queries and concerns around this time, especially in terms of vaccination enquiries.</li> </ul>	

	<ul style="list-style-type: none"> <li>• There are a huge amount of emails and enquiries that we receive every week, mostly around the vaccination programme. This is a huge increase on how many we normally have to respond to at this time of year. We want to ensure that you have up-to-date information about the vaccine, and have developed <a href="#">Frequently Asked Questions about the COVID-19 vaccine</a>, which are updated on a regular basis.</li> </ul> <p><b>‘When will I get my jab?’ campaign</b></p> <ul style="list-style-type: none"> <li>• Understandably, everyone wants to know when they will get their vaccine and in response to this, we have launched a public campaign called “<b>When will I get my jab?</b>”</li> <li>• <a href="#">This campaign</a> aims to give people easy-to-understand information around when and where they can expect to get their vaccination in their local area.</li> </ul> <p>Regular stakeholder briefings</p> <ul style="list-style-type: none"> <li>• Regular place-based briefings are being produced at the moment and are available on the Sussex Health and Care Partnership (SHCP) website. These are split into the localities of EAST / B&amp;H and WEST and are released at least twice a week. Please do share as wide and far as possible.</li> <li>• View our regular stakeholder briefings for Sussex at this link - <a href="https://www.sussexhealthandcare.uk/keepsussexsafe/sussex-covid-19-vaccination-programme/stakeholder-briefings/">https://www.sussexhealthandcare.uk/keepsussexsafe/sussex-covid-19-vaccination-programme/stakeholder-briefings/</a>. The stakeholder briefings are produced to update you on the response across our local NHS system each area of Sussex to the ongoing COVID-19 pandemic, in particular the vaccination programme.</li> </ul> <p>Brighton Racecourse vaccination site has now launched</p> <ul style="list-style-type: none"> <li>• Which is one of our PCN-led GP sites and will help towards supporting Saltdean residents in particular who have not had a site close to them so far. The Brighton Centre will also be opened soon as a mass vaccination site, the date for which is yet to be confirmed.</li> </ul>	
4.	<b>Access to GPs</b>	FM
4.1.	<p>Fran McCabe, Healthwatch</p> <ul style="list-style-type: none"> <li>• We had a piece of work in November looking at the difficulty in getting through to the GP. There is a concern about the build-up in poorly people not receiving care. We have also had a hospital discharge project.</li> <li>• People with pay per go mobiles are concerned about using up their credit trying to get through to the medical services. In terms of phone calls, all surgeries answer their phones but you can’t get straight through. You have to call at 8.30 to get an appointment.</li> <li>• There are long messages about Covid-19 and visiting the website</li> </ul>	

	<p>rather than the surgery. A lot of people didn't want to call 111. Every practice had a website (and most eConsult). They were easy to access but you had to be the patient or a parent to do so (not a carer).</p> <ul style="list-style-type: none"> <li>• It was then discussed that some people had found access to their practice efficient. One found that her husband who needed dealing with urgently found that a doctor called back within an hour. He then referred on to a consultant who also responded promptly. Once you were through to a member of staff the process was quick and effective.</li> <li>• In most cases eConsult was successful but it helped if you could anticipate the answers. A concern was raised that eConsult is a separate organisation to the NHS. It is also prioritised after the 8.30 calls so it is not always the viable option for getting an appointment. Some practices prioritise by issue rather than place in the queue.</li> </ul> <p><b>ACTION: Speak to team about average response time for calls.</b></p> <ul style="list-style-type: none"> <li>• The number of phone lines at each practice was discussed and FM said she was speaking with the CCG about this. GPs may be self-employed but they are funded by the NHS so they are accountable.</li> <li>• Healthwatch are working on lots of pieces of work regarding GPs, including digital exclusion and the GP survey. There are large patient lists in areas where there are issues.</li> </ul> <p><b>ACTION: Arrange for FM to come back and talk about patients and technology her email is <a href="mailto:frances.mccabe@icloud.com">frances.mccabe@icloud.com</a></b></p> <p><b>ACTION: Arrange for Andy Hobson and Jeremy Leggert to attend again mid-year.</b></p>	<p>FM</p> <p>LK/JH</p> <p>LK/JH</p>
5.	<b>Speak Up Against Cancer (Albion in the Community)</b>	CP
5.1.	<p>Presentation and Q&amp;A with Carolyn Phelps</p> <ul style="list-style-type: none"> <li>• Speak Up Against Cancer is the Brighton &amp; Hove Albion FCs official charity. Their role is to look for the early warning signs of cancer. They are not health professionals but help get people to health professionals to get an early diagnosis.</li> <li>• There are hundreds of cancers but they deal with seven main ones in B&amp;H: bowel, cervical, prostate, breast, lung, testicular and skin. They work with survivors and look at survival rates. 21% of diagnosis in B&amp;H are through A&amp;E which is above average. They give people knowledge of signs and symptoms and therefore an earlier diagnosis and chance of survival.</li> <li>• There are several barriers in going to the GP such as emotional, practical, service, knowledge, gender, age and culture. The hardest step is the first one, calling the GP. 1 in 2 people will develop cancer in their lifetime. 4 in 10 can be prevented. Smoking and obesity are the highest risks of developing cancer. Smoking has been linked with 15 different cancers.</li> </ul>	

	<ul style="list-style-type: none"> <li>• B&amp;H want 80% to attend breast screening annually compared to 70% in the surrounding areas and 50% nationally. Cervical cancer is 98% preventable as it is caused by a virus which can be vaccinated against. Girls can be vaccinated at 11/12 years old. Women will need screening. For bowel screening there is a 50% return rate. Home screening kits are available. 1 in 6 have risk of prostate cancer, this rises to 1 in 4 for BAME groups. There is a genetic risk.</li> <li>• Speak Up Against Cancer look to help reduce your risk, prevention and help you to manage your mental health. They are connected in to the Brighton &amp; Hove City Council Healthy Lifestyle Scheme. Emphasising not smoking and helping people living with cancer back to good health.</li> <li>• Flexible to do presentations dependent on cancer and what you want to know. Only funded to present to adults in B&amp;H. Email: <a href="mailto:carolyn.phelps@albioninthecommunity.org.uk">carolyn.phelps@albioninthecommunity.org.uk</a></li> <li>• A general discussion followed about mammograms (2 million a year) and why there is an upper age limit (up to 71). It is because cancer is more prevalent as you get older. A wheelchair user might not have been able to access the service because of a lack of lifting equipment.</li> <li>• Fitness activity should be geared towards your body and its limitations. There is no proven evidence that mental health affects physical conditions.</li> </ul>	
6.	<b>Flu Campaign &amp; Local Vaccination Services</b>	JL/MC
6.1.	<p>Presentation on local vaccination services (Jane Lodge, Associate Director of Public Involvement)</p> <ul style="list-style-type: none"> <li>• The programme is very fast moving. When it was launched the first cohort consisted of the older populations in care homes, care home staff and the over 80's. This group represented 88% of Covid-19 deaths.</li> <li>• Local GP vaccination services have been set up by PCN's (approx. 4-6 practices) set up at a designated site. The programme is being rolled out in waves. We are on wave 6 now. Sites have to be thoroughly inspected before they are approved.</li> <li>• Sussex Community NHS Foundation Trust (SCFT) are leading on the programme and either they or the GP sites will be covering the care homes. A lot of care homes will be completed in the next two weeks. Housebound people will be vaccinated by a roving service.</li> <li>• Hospital sites have been vaccinating their own staff, patients over 80 and now health and care staff. There are also four community pharmacy trials across Sussex. In terms of Mass Vaccination sites the Brighton Centre is due to open by the end of January.</li> </ul>	

	<ul style="list-style-type: none"> <li>• The Pfizer vaccine needs to be stored at -70°C so is not very mobile so will go to hospitals. The Oxford vaccine is mobile so will go to GP and local sites.</li> <li>• Behind the scenes, there is a massive amount of organisation required. There has been lots of queries and standard responses issued. The volume is such that we have set up a designated email address <a href="mailto:sxccg.vaccineenquiries@nhs.net">sxccg.vaccineenquiries@nhs.net</a> and redeployed a team of people to manage it. The FAQ's are updated every other day so check here first for queries <a href="https://www.sussexhealthandcare.uk/keepsussexsafe/sussex-covid-19-vaccination-programme/faqs-about-the-covid-19-vaccine/">https://www.sussexhealthandcare.uk/keepsussexsafe/sussex-covid-19-vaccination-programme/faqs-about-the-covid-19-vaccine/</a></li> <li>• We are streamlining the communications and concentrating on the vaccine headlines. The Equalities and Health Inequalities Impact Assessment (EHIA) has been updated for how we look at health inequalities and how we are going to vaccinate people with protected characteristics. We need to link with VCS organisations. We need insight into vaccination hesitancy.</li> <li>• Vaccination Champions have been recruited following the model of the Flu Champions to reach and cascade trusted information to the BAME community and areas of deprivation. We're training about 100 people who range from dance groups to religious groups.</li> <li>• A discussion followed about the practicalities of the vaccination programme. GP services provide the definition of housebound. SCFT is oversubscribed for help/volunteers and have more offers of venues than they need. The programme is being recorded on the Pinnacle System. For possible Pfizer allergies contact your local practice or vaccine centre. They will have your medical history and go through it with you. The second vaccine will be offered in 12 weeks. You don't get any choice of vaccine as there is only enough to do two jabs for the people vaccinated first.</li> </ul>	
6.2.	<p>Flu Campaign - Public Involvement &amp; Communications activity on the Flu Campaign (Mandy Catchpole, Clinical Programme Lead Flu Programme)</p> <ul style="list-style-type: none"> <li>• We set the target of 75% objective of cohorts. There has been a better uptake rate. The uptake of pregnant women is low but is up on last year.</li> <li>• Practices order their vaccinations in January for the end of the year. There are currently left over stocks. Care homes are vaccinated by GP's and community pharmacies. Schools are also vaccinated. The end of the flu season is the end of March.</li> <li>• Flu and other (non Covid-19) respiratory viruses are low this year.</li> <li>• There followed a general discussion on the flu vaccine roll out. All older person care homes will be vaccinated in the next couple of</li> </ul>	

	<p>weeks by SCFT. Sheltered housing for learning disabilities will be offered the vaccination during February.</p> <ul style="list-style-type: none"> <li>• There is no evidence that the flu jab helps with Covid-19 as they are different types of virus.</li> </ul> <p><b>ACTION: Invite Mandy back to talk to the group.</b></p>	<b>LK/JH</b>
<b>7.</b>	<b>Any other business</b>	
7.1.	<p>AOB</p> <p><b>ACTION: Send agenda items to Lilly, James or Martyn</b></p>	<b>ALL</b>
	Date of next meeting: <b>14<sup>th</sup> April 2021, 1.30pm – 4.30pm</b>	