



West Area Health Forum Minutes Wednesday 27th November 2024

1. Welcome and Introductions

There were 47 people in attendance.

2. Minutes of the last meeting

The previous minutes were agreed to be accurate.

3. Under 40 diabetes – Diabetes Care for You - Fran Taylor

- NHS England funded project to improve patient and healthcare professional's education and training for patients aged under forty with a Type 2 diabetes diagnosis
- Type 2 diabetes is the largest growing group. Fran is leading patient education development
- Seeking insights via focus groups (with HKP) in the West area for the identified patient group in Mile Oak
- Using different approaches to provide information to this group of patients e.g. through social media
- Insights gathered will be reported back to this meeting

Please contact Claire Hines to get involved claire.hines@hkproject.org.uk

4. Diabetes Group Consultations – Claire J HKP Community Development Manager and Dr Tom Gelber Partner Mile Oak Medical Centre

Dr Tom and Claire reported back on the Diabetes Group Consultation work completed in 2023/4 (report attached)

- Dr Tom leads for diabetes. As numbers are increasing need to identify alternative methods for delivering diabetes care
- Consultations highlighted people need time, power of group discussion (patient/peer support), set up group evening sessions with HKP, for a 12 month period
- Designed programme of education - Two cohorts: newly diagnosed in 12 months and diagnosis within last 2 years
- High proportion didn't feel they had enough time to discuss diagnosis initially
- Lifestyles, nutrition, mental health, exercise more important than medications
- Already seeing reduction in blood sugars and weight with this intervention. Thinking about ways to integrate into standard diabetes care
- HKP role – researched and created model of good practice. Facilitated non-clinical side of the project
- Community Development team member called all identified patients and invited to attend.
- Enabled cohorts to share experiences and ask questions, developed relationships, which led to good examples of sharing advice with each other

- Healthy treat provided at each session – Diabetes UK great resources. Recipe cards. Signpost and supported into community activities
- Results incredible from the project
- Jo highlighted that since project ended HKP has also completed separate work in communities around food and nutrition with Fran and Brighton & Hove Food Partnership
- Understanding barriers from community perspective. Changing behaviour to be healthier is challenges, especially with economic and life pressures.
- Jo thanked Togetherco – Social Prescribing partners in the last group, team provided help and support
- Footcare is a real issue – purchased specialist foot cream with some of the budget
- Have run two additional peer support sessions since funding ended, including a focus on diabetes and menopause with Dr Zoe Schaedel

Q – Have GPs spent less time with patients because of focus sessions?

A – Pilot project meant more time because of sessions, but analysis indicates it will save GP appointments in long run. Next stage will be to use group consultations as part of the normal model to benefit from time savings

Sneh feedback that pre-diabetic classes were very helpful and suggested a useful free App called Yuka, which decipherers product labels and analyses the health impact of food products and cosmetics: <https://yuka.io/en/>

5. Updates from surgeries, Community Health Panel and PCN

Portslade - Tracy James

- 1600 flu vaccines
- Saturday clinic administered 194 RSV vaccines
- Updated GP clinical templates – previously one Dr each day on duty. Duty slots now shared across number of GPs working each day to improve continuity of care
- Building repairs completed
- Met with PPG who have offered to help produce a 6 monthly newsletter

Mile Oak – Dr Rowan Brown

- Flu and covid good uptake
- No other specific updates as no surgery rep today

No updates from other surgeries today because of sickness and other urgent operational issues.

Graham from Wish Park PPG updated that they have requested new members with 30 responses so far.

PCN - Dr Rowan Brown

- Integrated Care Teams is a new term that is being introduced across NHS. Have been developing this alongside HKP already by identifying ways to integrate various care teams
- At preliminary phase for a frailty project in conjunction with Goldstone PCN to improve care for elderly

- Engaging with voluntary sector to look at needs identified by PCN with the aim to streamline processes
- ICT update for whole group will be at the next Health Forum on 5th February. Pilot includes Social Prescribing – Age UK are doing assessments, Sussex Community Foundation, Director of Nursing
- Project spans two PCN's – lots to bring together. Exciting way of working. Identifying patients at higher end of frailty. Also want to consider how to be proactive with those on moderate scale. Co-produce work with Community Health Panel (CHP).

Tory Lawrence – PCN Manager

- Led workshop on neighbourhood working. Recently spoke about it with Jo at a conference in London
- Highlighted success and identified as front runners across South East with development of PCN and integrated teams. Projects already delivered and in practice.

Sharon Lyons – Community Health Panel CHP

- 5th panel this month, with wide range of stakeholders in the community, **open to all patients** and each GP practice is represented along with an inclusive gender and ethnicity split
- Next meeting 28th January, 2pm at St Richard's, with speaker from Healthwatch. Insights from group health, housing, adult social care, public health (around ageing)
- Sharon reports headlines from CHP into Integrated Care Team meeting.
- Had conversations around falls, more information requested on falls data, some previous opportunities to sit on commissioning/recommissioning panels not currently happening
- Aim is to keep agendas current around what is impacting our local patients, intelligence gathering, trends emerging, enables input into system. CHP has more time than overarching Health Forum to consider and discuss issues

It was discussed there is lots of duplication/repeated information for patients instead of sharing across services. The panel had also raised issues around patients being passed between GP and pharmacies, which offer different services in different areas.

Jo updated that Pharmacy First are attending the next Health Forum – Marie Hockley will clarify the community pharmacy offer

6. Health Counts survey update

Kate sent apologies and is confirmed to attend 5th February meeting instead. There are incredible data packs – now B&H have changed boundaries for ICTs so it will need a data refresh.

7. Health events update

- Claire Hines summarised the outcomes from the two health events – Being Well in the West and Health Mind. Summary reports were circulated and are attached with the minutes. Final reports will be circulated in due course
- Being Well in the West - 154 attendees this year and felt more relaxed
- 514 clinical conversations including referrals

- Health hub identified 7 hypertensive cases, 4 diabetic cases. One person advised to go to A&E. 73 referrals to non-clinical services, 55 complementary therapies provided, 43 referred to HKP digital support
- Healthy Mind event focused on Community mental health services and wellbeing. 102 attendees
311 clinical conversations
- Positive impact of accessing services immediately
- Offered taster workshops (52 attendees) and 35 complementary therapies provided
- All providers also benefitted from networking – Action for Happiness are meeting with Plot 22 today as a result
- Planned events in 2025 - 30th January 'Health Heart' at Mile Oak surgery - smaller scale
- 15th march – 'women's health' event at the Downsman – including menopause, sexual health services
- Have been working with HERE – who run the MSK service. Their input has allowed HKP to deliver the events, and provide the whole health hub, including physio services at the event.
- Last year those on the hip and knee waiting list were invited to appointments on the day and identified some of the highest needs from a few unfilled appointments offered at the event
- This year the appointments were kept open for the day itself

Karen Cox from MSK update:

- Had a different more relaxed feel/more manageable this year
- Four local student nurses supported event alongside two trained nurses to offer blood pressure and glucose checks. Seven people had high BP, and gave advice, one person was very unwell, managed to get appointment that day with GP
- Identified four people with high blood sugar/diabetes and gave some basic advice, including Information on diabetes UK. BMI checks also took place in the health hub
- Physio – three advanced practitioners – no pre-booked appointments this time. Two referred for more detailed diagnostic support.

8. Community Hearing service - Royal National Institute for Deaf People (RNID) Lyndsay McCrickard

- RNID is a national charity supporting 18 million people in the UK who are deaf, have hearing loss or tinnitus
- New service launched in April for Brighton and West Sussex to provide free, monthly support sessions with RNID staff and audiology trained volunteer team, in community venues
- Work with Audiology departments to identify those needing support. Lots of information at initial appointment and often people tolerate issues they are having/fear access issues with audiology
- Demand is high looking to grow service but need additional community spaces
- No appointment, drop-in sessions provide practical support, enabling people with NHS hearing aids (not private aids) to get them cleaned, retubed and maintained, as well as getting information about living with hearing loss and tinnitus
- Also support people with hearing aid apps/connecting their hearing aid to their phone and accessing local support services and benefits
- Additionally, can offer a free hearing check (not full audiology check) for anyone with concerns
- Helping people prioritise ear health. Addressing boundaries. Often there are access issues, or lack of confidence to go to GP

- Loads of signposting at drop-ins to agencies, community groups and services

Dr Rowan highlighted that hearing is one of the biggest interventional actions for preventing dementia. Hearing loss often has a stigma attached unlike sight. GPs are the gateway to hearing referral services because of the need to check if earwax is present first.

Mark mentioned there may be some venues with space opportunities at weekends. Action: Jo will put Lyndsay in touch with Mark.

Specsavers do offer free hearing check for over 55's, although anyone with hearing loss at any age is entitled to NHS hearing aids.

Need to also consider housebound provision at future date once core service established. Brighton Audiology and Specsavers can provide house visits.

Jo felt there is a need to revisit the current ear syringing process in the community given the reported disparity in provision and will try to find out which commissioner is in charge/talk to Healthwatch who are doing a survey re this

Current RNID Drop-in Locations:

Friends Meeting House, Ship Street, Brighton BN1 1AF
Every 1st Monday of the month 2pm - 4pm (Excluding bank holidays)

Hove Polyclinic, Nevill Avenue, Hove BN3 7HY
Every 1st Friday of the month 1pm - 3pm

The Shoreham Centre, 2 Pond Rd, Shoreham-by-Sea, BN43 5WU
Every 2nd Wednesday of the month 1pm - 3pm

Lancing Parish Hall, 96-98 South Street, Lancing BN15 8AJ
Every 2nd Friday of the month 9.30am – 11.30am

The Glebelands Centre, Greystoke Road, Ferring, West Sussex, BN12 5JL
Every 3rd Tuesday of the month 9.30am – 11.30am

Samuel Wickens Centre, Broadmark Lane Car Park, Rustington, BN16 2NW
(at the back of Waitrose, free 3-hour parking in supermarket car park)
Every 3rd Friday of the month 2pm - 4pm

Contact: Lyndsay McCrickard lyndsay.mccrickard@rnid.org.uk or 07484 411 836

9. Health trainers update

- They currently have capacity in appointments and no wait list.

Healthwatch

Although they were not able to attend, Healthwatch have two live surveys to be shared amongst the network.

Ear wax

Have you, or your family and friends, sought help or advice about an ear wax problem in the last two years? If so, we would like to hear about your experiences. Feedback and lived experience offer essential insight for our projects and research, so we greatly appreciate any feedback you can offer. Please tell us:

- Which services you accessed.
- What advice you were given.
- Any treatment you received.
- Any suggestions you might have for improving treatment for Ear Wax.

[Complete the survey here](#)

If you would like assistance or require a different format, please contact us

via: office@healthwatchbrightonandhove.co.uk or call 01273 234 040

The survey will close at **Midnight on Saturday 30th November 2024.**

Adult social care

Healthwatch in Sussex, as the local independent champion for health and care, would like to hear about your lived experience.

Please tell us:

- What type of support you receive/received
- How does your social care enable you to live an active, healthy life
- Whether you know about self-funding care options.

[Complete the poll here](#)

*Please note that the poll should only be completed by social care service users and/or their friends/family carers only.

If you would like assistance or require a different format, please contact us

via: office@healthwatchbrightonandhove.co.uk or call 01273 234 040

Closing date: Midnight on Friday 29 November 2024.

The results from our last poll (in October) on **Your experience of hospital outpatient appointment letters can be accessed here** <https://www.healthwatchbrightonandhove.co.uk/report/2024-11-11/your-experience-hospital-outpatient-appointment-letters>

10. Update on Covid vaccinations

- Data on Covid is unknown. ICB information for Brighton & Hove 15,000 vaccinations administered so far, excluding pharmacies. Too earlier to establish if that's a good figure yet

- Working with Jo and other organisations to provide additional opportunities i.e. quiet sessions, LGBTQ+, children sessions, mobile vaccine units to deliver in places that might not go to appointments.
- Completed care homes and on track for housebound.
- Working on model for the next programme. People have been key with co-administration. Primary care based offer is very good.
- Housebound covid work takes place so potentially there could be opportunities to work with other people like RNID to add more value
- Worked well in partnership and hope to be even better next time
- Primary care did full co-administration in West area
- Feedback was positive from patients that were able to get both vaccinations at once
- Awareness campaign worked well - first eligibility, accept invite from GP, both clinics have now waned with final push on pharmacy appointments.
- Jo is considered whether a mop up at Hangleton Community Centre is necessary this year – please let her know thoughts

Q: What is the cut-off date?

A: Formal end is weekend before Christmas, with last mobile unit on 14th December at Asda Marina and 15th December at Asda Hollingbury. Final mop up will continue through to mid-January.

Meetings 2025: 5th February 2025