



Fareham and Gosport

Voluntary Sector Health Forum

Minutes of meeting on 4 February 2020 – Town Hall, Gosport

The meeting was hosted by Gosport Voluntary Action (GVA)

Welcome and Introductions

Angela Gill welcomed everyone to the Health Forum. She introduced the theme for the day as 'Accessibility and Mobility in Gosport' and explained that Laura Harman could no longer attend due to sickness, but that Laura Algar from the British Red Cross would instead very kindly be talking about accessibility and mobility.

Mobility equipment hire – Laura Algar – British Red Cross

Laura Algar from British Red Cross spoke about providing mobility aids. The Red Cross provide mobility aids on a 12-week loan. Last year they were based in Gosport War Memorial Hospital but had to withdraw due to costs. The Red Cross realised there was still a need in Gosport for mobility aids so in the middle of last year, they agreed to provide a pop up service which had proven popular in other locations. The pop up service allows people to pre-order equipment to the location and for them to then collect from the location. The pop up service was originally located within Lawrence Square but feedback identified the location's accessibility shortcomings, as people couldn't drive up to the van to collect the equipment. So, as of January 2020 the service has been based at St Matthew's Church in Bridgemary on Tuesdays, 10.30 – 12:30. The driver based there is a trusted assessor, which allows the customer to sit down with them as their needs are assessed. The Red Cross is currently not charging for equipment hire within Hampshire and the Isle of Wight for the coming c3 years; it is by donation only.

Q. When you showed up in St Lawrence Square and then Bridgemary was the idea to have two locations? What sort of numbers have you had in Bridgemary and is there a demand?

A. The historic data is that Bridgemary is a primary location. Numbers at the moment are low - as The Red Cross hasn't been there long and haven't fully launched the service. In the last month, around 6-7 loans have been pre-booked, but others may have turned up to hire equipment.



Q. Do you have any funding and have you thought about working from Gosport Community Association?

A. The Red Cross has a small amount of Funding from the CCG. The option of working from Gosport Community Association premises was considered early on, but for whatever reason nothing evolved from those discussions.

Q. We for several years campaigned to get the Red Cross at Fareham Community Hospital. There was originally a space funded by the CCG to have the Red Cross based there but nothing came of it. Would there be a chance of having a base there?

A. The Red Cross already has a central location within Fareham and the national Red Cross policy is that there is no cross over within 20 miles of another one. However, this policy is being reconsidered in Hampshire, so those avenues could be opened again.

Creative Initiative Ways to Support Others – Paula Sparks, DWP

Paula from Gosport Job Centre Plus (JCP) is the Disability Employment Adviser. Gosport JCP is a Health Office pilot model, which means that they are increasing their collaborative engagement with community, voluntary and health sector colleagues. They can therefore provide a higher level of expertise to people who have disabilities and health issues, allowing them to tailor the support to these individuals.

JCP's office environment has been improved, introducing quiet zones, private seating areas, better signage, and the intention to meet customers' needs from day one, which is a major change for them. They are providing help for people with health conditions and are also working directly with GP surgeries. The main aim is to get the customers into the centre and give them the correct help, which for some means working towards financial independence. Another aim is to provide information to employers about the national Disability Confident scheme and to encourage employers to think differently about employing people with disabilities.

There are currently 71 employers in the area signed up to the Disability Confident scheme. Attendees were asked to refer any known employers who could offer half a day's work, training, experience or anything similar, to JCP. JCP are also working to reduce the stigma that has been associated with coming into a Job Centre. Paula referred to a customer who was partially sighted and started work at a call centre. He couldn't go to the tea room and have conversations because he didn't want to spill hot water or burn himself. Disability Confident provided him with a cup that beeped when it was full, allowing him to enjoy more social interaction with his colleagues.



Q. Do you know the statistics now for the people who are on the employment and support element of Universal Credit?

A. This is a frequent question and JCP will share this information when it is available. However, 60% of people who claim this element are known to have mental health challenges.

Getting About in Gosport leaflet, GVA

Angela Gill (GVA) introduced a new flyer her GVA colleague Daniel Frampton had produced and she opened it up to attendees for feedback?

The idea for a 'Getting about in Gosport' leaflet came out of a Shopmobility Scheme Feasibility Meeting, where it was agreed it would be helpful for the various providers to be listed in a central resource to be used by residents with access requirements. The leaflet contains key information and contact details for First Bus, Driving Force, Dial-a-ride, Skyline Taxis, Sky Cars, Eden Mobility, Solent Mobility, Gosport Access Group and Disability Forum, and Gosport Older Persons Forum.

Comments and Questions

Q Do any of the services listed allow or are they accessible for children as I was just thinking about it after reading about Driving force?

A Driving Force is aimed at the older generation who may not have anyone else who can take them to appointments, etc.

Q Can I ask why Driving Miss Daisy isn't on there?

A This can be added, but it is not the most affordable option.

Q Can you tell me what sort of paper you intend to have this printed on?

A We are just looking at printing in house so as it is today (colour print on plain matte A4 white paper).

Q The font size for large print should be 16. More than happy to work with you on the screen sight.

Q It would have been good if it highlighted the fact that Driving Force could take people to medical groups - as some people are struggling to get to and from.



Noticeboard

- **Mandy Baggaley, Gosport Borough Council (GBC)** - A new GBC website is being launched 10 Feb and any feedback on the website when it goes live would be appreciated. The site is Double A rated for accessibility. Attendees are invited to use the website and let Mandy know what they think (if it is accessible/any top tips etc): <https://www.gosport.gov.uk/>
- **Suzanne Pepper, Gosport Older Persons Forum (GOPF)** – There is a useful video 'See and Scoot' which lasts c20-minutes and takes the perspective of a mobility scooter, so you can see the issues they face daily when trying to get about:
<https://www.testmydriving.com/see-scoot>
- **Jennie Romicheva, Community First/Elizabeth Kerwood, CCG** – Results of Your Big Health Conversation on GP Services can be viewed at:
<https://www.farehamandgosportccg.nhs.uk/your-big-health-conversation-gp-services.htm>
- **Angela Gill** – Hants & IOW Social Prescribing Network Meeting is quarterly, in Test Valley Borough Council in the Chambers - on Tues 11 Feb, 12.30 – 3pm. Particularly suitable if you are interested in Social Prescribing.
- **Angela Gill** – GVA are looking for befriending and also Driving Force volunteers. If you know somebody who can give a few hours a week, there is much need for befriending support. This can be a visit to somebody's home or even just a weekly telephone call.
- **Angela Gill** – Healthy Hearts grants – Heart Research UK, in partnership with Subway, offer healthy heart grants for up to £10,000 to community projects across the UK that promote heart health. Applications are open from the 6th of March and close on 3rd April.
- **Hampshire CVS Network** invites local charities, community groups and social enterprises to complete a 'State of the Sector' survey to improve understanding of the current realities of life for Hampshire's voluntary sector. The results of the survey will enable the CVS Network to work more effectively. The survey is open until Friday 13 March.

How to Improve Accessibility for Tomorrow's Healthcare Today - Jayne Longstaff, Specialist Respiratory Research Lead, Portsmouth Hospitals NHS Trust

Jayne works with the respiratory research department at Portsmouth Hospitals NHS Trust. The research department's work involves encouraging the public to participate in a variety of studies. Jayne spoke about needing more volunteers to support research, as research is what helps us all to improve our Health Care.

Respiratory research covers more than respiratory conditions; it also covers oncology, diabetes, heart disease, children, etc. In respiratory research they not only look for people with a long term health conditions, such as asthma or COPD, they also look for healthy volunteers (meaning people with no lung conditions). They are currently undertaking 30 studies in their department. Not all of the studies and research are conducted in the hospital; Jayne also likes to come out in to the public to GP surgeries, Locality Patient Groups, etc.

Q. Are you doing it for DNA analysis?

A. No, just the buccal cells as these are very similar to the cells in your lungs.



Accessing Health, Public and Business Services in Gosport - Terry Rhodes, Gosport Access Group and Disability Forum (GAGDF)

Gosport Access Group and Disability Forum help to promote accessibility within Gosport. In part that's by reacting when people come to them with problems and working with them, also by proactively working with businesses to incorporate access into everything they do. What challenges do people face when accessing services in Gosport and how can these be improved? It's not only a wheelchair user who faces physical challenges; it can be people with sensory conditions (vision/hearing impaired), autistic spectrum, recovering patients, cultural differences and parents.

The common challenges these people face can start from the journey such as pavement size, cars blocking the roads, dropped curbs etc. Challenges when someone gets to a building can range from not having ramp access, to heavy entry doors and narrow door entries. Inside a building, is there an induction loop available at reception? Within the Gosport health centres, in GAGDF's experience there often hasn't been. Does the counter have a low height area? For people who are anxious, knowing the wait time helps, and single seating is useful for some others. Announcements in some places are audible and not visible (and vice versa), when they need to offer both at all times to make sure they suit everybody's needs. There are communication issues regarding news from GPs and new service information via newsletters that aren't sent out or just emailed to patients; they are sometimes located only in the GP surgeries, where they will not be seen by everyone.

The Willow Group health care has caused some concern; there are persistent issues getting through on the phone and Patient Access can be difficult to use. There are long waits to see doctors (some patients prefer to have appointments at the same location rather than be sent to different surgeries and don't like having a change of doctor). Physical challenges are experienced by all sorts of people, not just those with physical disabilities. GAGDF believes if you get it right for people with accessibility issues, you get it right for all people - so everyone benefits.

Q. Reporting issues on pavements: who do you report it to? GBC or HCC?

A. HCC, however you can report it via your local councillor

Q. Taxis are supposed to help people with limited mobility in and out of taxis unless they have a medical certificate to say they can't do that; they are required to help anyone who needs help. Does that happen?

A. Not very often. Very often people don't know how to use the ramps properly.

NB There is an app called Fix My Street (www.fixmystreet.com) where you can report any issues such as pavements and it puts a complaint through.



Update on Developing and Strengthening VCSE Partnership Work with the Hants & IOW Clinical Commissioning Group, Tim Houghton, Community First CEO

There are four key priority areas in developing a stronger partnership.

Priority area 1 is **Mental health** - Tim spoke about crisis points and what can be done before things actually reach crisis point, what can we do after and then what on-going support can be offered?

Priority area 2 is **Hospital to Home** - Can we avoid taking people to hospital and then if they do need to go to hospital, how can we get them home (from the logistics of transport to looking at the support somebody will need when they get home)? Services can be provided by the Red Cross and befriending, and sometimes a Health Connector can prepare the home for when someone is returning, making sure the heating is on etc. Some people end up returning to hospital very quickly after returning home and that's in part due to not having the right care and/or support at home.

Priority area 3 is **Social Prescribing** - How do people find out about the services in the area? Directories? Social Prescribers are now linked to GP Surgeries, so they are able to take referrals first-hand. Some organisations are looking for more Social Prescriber volunteers.

Priority area 4 is **Social Prescription** - What services currently exist? What networks exist in early intervention? What support do we need for organisations to do this better - is it volunteers or money? Or both?

Q. How confident are you GP surgeries are with knowing how to deal with forces families that are in need of additional help?

A. I do know some good surgeries are better prepared than others - as they have a high volume of service families registered. QA have a dedicated service that is trying very hard to identify any services personnel and they want to work with them once they leave and also whilst in hospital.

Next Meeting

Due to COVID-19 the proposed 5 May Voluntary Sector Health Forum due to be held at Fareham Community Church has been postponed. More information will follow...

| Apologies | | |
|-------------------|----------------|----------------------------|
| First name | Surname | Organisation |
| Mandy | Bright | GVA |
| Richard | Geall | Live Well with COPD |
| Laura | Harman | Hampshire Autistic society |
| Chris | Robson | Shore Leave |
| Debbie | Ross | Open Sight Hampshire |
| Valerie | Rossiter | Parkinson's UK |



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|---------|-------------------|--|
| Donna | Simpson | Extended Primary Care Team, Southern Health NHS Foundation Trust |
| Jessica | Woolridge | Fareham & Portchester Primary Care Network |
| George | Ringrow | Diabetes UK Fareham and Gosport |
| Melanie | Whitfield-Tinkler | Harbour Cancer Support |

| Attendees | | |
|-------------------|-------------------|---|
| First name | Surname | Organisation |
| Laura | Algar | British Red Cross |
| Mandy | Baggaley | GBC |
| Linda | Batty | GBC (Councillor) |
| John | Beavis | GBC (Councillor) |
| Ramesh | Chand Nayek | PRA group at QA |
| Phillipa | Clark | GVA- Driving Force |
| Graham | Edwards | Live well with COPD |
| Pat | Gulliford | FFCH |
| Yas | Harrington-Davies | |
| Kate | Hobbs | DWP |
| Tim | Houghton | Community First |
| Jayne | Longstaff | Respiratory Research, Portsmouth Hospitals |
| Elizabeth | Kerwood | Fhm & Gos/SE Hants CCG |
| Nikki | Martin | Marvels and meltdowns |
| Ann | Mitchell | Fhm & Pch PCN |
| Martin | Pepper | GBC (Councillor) |
| Suzanne | Pepper | Gosport Older Persons Forum |
| Jeanette | Perry | Chat2Us |
| Terry | Rhodes | GAGDF/Gosport Heritage Open Days |
| Jennie | Romicheva | Community First |
| Jane | Rumsan | Citizens Advice Hart (joining forces for families) |
| Jill | Sadler | Friends Fhm Comm Hosp |
| Su | Seymour | GAGDF |
| Paula | Sparks | DWP |
| Chris | Staples | PRA group at QA |
| Nicky | Staveley | GVA |
| Istvan | Szucs | The Rainbow Centre |
| Julie | Westbury | GBC (Councillor) |