

IAC Forum Meeting 14th April 2020: Summary of the key points & updates

- Forum members' devised ground rules for Zoom meetings:
 - All members' will **mute their microphones** when they are not speaking to reduce the likelihood of background noises or an echo that may make it difficult to hear the speaker.
 - Members' would **write questions in the chat box** if they had a question whilst another member was speaking, this would be monitored by the meeting facilitator.
- **ACP workstream activities have been postponed** as the health and care workforce are responding to the outbreak of Covid-19. Conversations are continuing about what could be learned from the present situation; how can we grow and sustain the cross-system working that has been demonstrated over the last few weeks.
- A number of cross-organisational groups have been established to support the city's response to Covid-19. You can read about some of these groups established here:
https://www.sheffielddcp.org.uk/news/?filter_category=covid-19
- Some **healthcare services have been temporarily suspended** for two reasons predominantly: to free up capacity for the Covid-19 crisis response; to reduce the risk of infection to Covid-19. Clinicians are taking a case-by-case approach when deciding which services to suspend.
- We need to ensure that people are **seeking medical assistance when needed** through remote consultations with General Practitioner (GP); they are **#StillHereForYou**: <https://www.youtube.com/watch?v=0QKQCVfNtRQ&t=0s>
- **Person-centred working**, Chief Executive Officers (CEOs) are continuing to implement person-centred working practises in their organisations, but it is difficult to have cross-organisational meetings about this currently.
- We should start to consider some of the **positives that have come from us being forced into different ways of working**. For example the use of telephone appointments with GPs, this has been met positively by the medical professional and patients, and these ways of working should be maintained as we see things going 'back to normal'.

The next Zoom meeting is on Tuesday 12th May 2020, 1pm-2pm.

IAC Forum Meeting 12th May 2020 - Summary of key points & updates

- Consultants working on the **person-centred care workforce training** will gain input from forum members through a group session and conversations with individuals (dates and times to follow).
- An action plan is being developed to address issues with **mental health crisis care** reported by the Care Quality Commission (CQC) following their inspection of Sheffield Health and Social care NHS Foundation Trust.
- Sheffield has set up 2 **Covid-19 testing sites** in Sheffield for key workers. Having to use the Public Health England regional testing site at Doncaster/Sheffield airport is thought to be an issue for members of the public who are unwell and have to get themselves there.
- The **benefits of testing were questioned** as people still don't know whether they have had Covid-19, can catch it again or spread it.
- **Hospital deaths have reduced significantly** in recent weeks. Some days there were no deaths at all.
- The number of **deaths in the community is reducing but is still an issue**.
- **Care homes** have had support from the health and care system to cope in the pandemic e.g. infection control protocols have been shared, there has been support with sourcing PPE and training staff to wear it properly and support on topics such as End of Life Care.
- Some **BAME communities** have been disproportionately affected by Covid-19. This is thought to be due to a combination of factors including reluctance to use services and institutional racism.
- The impact of Covid-19 on BAME communities could help to highlight that **care environments can be hostile and unsuitable for some groups** of people, like those with disabilities, language or communication needs.
- The health and care system wants to know which of **the new ways of working resulting from the pandemic** people would like to continue and which ones they would like to stop happening in the future.
- Forum members' views and experiences highlighted that:
 - there are **benefits to having phone/online appointments** but professionals not knowing the patient and lack of people skills will still lead to poor experiences,
 - some people may need **encouragement to attend hospital appointments**
 - Messaging should be used to keep **unnecessary use of A & E** at lower levels than it was before the pandemic,
 - It is important to have **good communication** with the public about upcoming changes to services/guidance.

The next Zoom meeting is on Tuesday 9th June 2020, 1pm -2pm.

IAC Forum Meeting 9th June 2020: Summary of the key points & updates

- **Recruiting new members' to the IAC Forum**, members' recognised that attendance to the IAC Forum had decreased since the meetings began being held on Zoom. It was agreed that a summary of the minutes would be uploaded onto the ACP website after every meeting to keep the public updated on conversations happening within the forum, to try and recruit some new members' to the IAC Forum. These can be seen here:
<https://www.sheffieldacp.org.uk/what-we-do/patient-public-involvement-group/>
- A General Practitioner (GP) delivering the **person-centred care workforce training, 'What Matters to You' workshop** has scheduled a group session, and individual conversations with forum members' to hear their views and experiences of person-centred care.
- **All members' of the public can now have access to a Covid-19 test** if they are experiencing symptoms of Covid-19. The nearest Public Health England testing site for Sheffield residents is at Meadowhall bus station.
- The third cohort of **Leading Sheffield**, a system leadership programme delivered across the partners of the ACP aiming to bring health and social care workers together from statutory (NHS, City Council) and non-statutory organisations (Voluntary and Community organisations) to improve health outcomes in specific parts of the city, is now being planned to be delivered virtually with shorter, more frequent sessions; and more content delivered through recommended reading.
- There is a planned **patient and public involvement session** within the programme where IAC members' will share their experiences of using the health and care system, participants will then get the opportunity to ask questions to members'.
- Forum members views and experiences highlighted that:
 - It would be good to get the **voice of a person facing these health challenges involved throughout the programme**; a suggestion was made to have an IAC forum member as a consultant in each challenge group to guide participants in getting the voices of people experiencing health challenges to inform their work.
- The ACP have written a document that outlines how **they intend to work as an ACP** given the context of Covid19:
<https://drive.google.com/file/d/1YIDVDVDI0QS1IVYTswuJlqZt-fmMu-Dn/view>
- The outlined approach will be developed in the next few months, and a new reporting mechanism on the progress of the priorities of the ACP will be developed.

The next Zoom meeting is on Tuesday 14th July 2020, 1-2pm